



California Department of Consumer Affairs

ANNUAL REPORT

STATISTICAL APPENDIX

FISCAL YEAR 2004–05

ARNOLD SCHWARZENEGGER, Governor
State of California

FRED AGUIAR, Secretary
State and Consumer Services Agency

CHARLENE ZETTEL, Director
Department of Consumer Affairs





This publication may be copied if (1) the meaning of the copied text is not changed or misrepresented, (2) credit is given to the California Department of Consumer Affairs, and (3) all copies are distributed free of charge. In other situations, expressed written authorization is required.

Additional copies of this publication may be obtained without charge by downloading them from **www.dca.ca.gov**

You can also call (916) 323-8568, or toll free (866) 320-8652
TDD only: (916) 322-1700

Visit the Department's Web site at **www.dca.ca.gov** for more information.



TABLE OF CONTENTS

OVERVIEW	4	ENFORCEMENT	54
Structure and Description	5	Complaints Received by Source	55
Strategic Planning / Outreach and Education	8	Complaints Closed Without Going to Formal Investigation	58
Field Offices	11	Informal Actions	61
		Diversion	64
		Complaints Referred to Sworn Investigators for Formal Investigation	65
		Complaints Referred to Non-Sworn Investigators for Formal Investigation	68
FISCAL	12	Formal Actions Filed	70
Revenue Sources	13	Administrative Outcomes Against Licenses, Registrations, Certificates, and Permits	73
Expenditure Categories	17	Petitions for Penalty Relief	76
Fund Condition	21	Inspection Data	78
		Timeline for Disposition of Complaints	80
		Citations and Fines	83
		Cost Recovery	86
LICENSING	25		
Summary of License and Activity	26	OTHER PROGRAM DATA	89
Background Checking Requirements	40	Consumer Information Center	90
Continuing Education Requirements	43	Bureau of Automotive Repair - Consumer Assistance Program	91
Examinations	46	Family Support Program	92

CALIFORNIA DEPARTMENT OF CONSUMER AFFAIRS

ANNUAL REPORT STATISTICAL APPENDIX 2004–05

The Department of Consumer Affairs (DCA) is one of the primary consumer protection resources for Californians. We provide information to help consumers understand how they can protect themselves from scams and fraud, and what steps they can take if they find themselves victims of such crimes. DCA also protects professionals from unfair and unethical business practices.

DCA's regulatory boards and bureaus license, register, certify, permit or approve individuals or businesses according to qualifications established by legislation and regulations. Some programs authorize other organizations to provide services associated with the entity's purpose such as education of licensees or direct services to consumers. DCA's regulatory entities also investigate complaints and discipline those who violate practice requirements.

The Annual Report helps to monitor DCA's accomplishments by providing numerical summaries for each regulatory entity's licensing, examination, and enforcement processes. This enables individual regulatory programs and DCA to track year-to-year changes within the programs as well as differences between programs. The resulting data inform program and administrative decisions.

The Annual Report provides a descriptive overview of all licensing and enforcement action statistics as well as data showing costs and recovery to consumers and boards stemming from various investigations.

program. Because of this difference, not all categories of data apply to all programs. When a particular survey question does not apply to a given program, there is no data to report, so the response is designated as "n/a" for "not applicable."

- Other data may not be reported because a program does not have the capability to track the information or because of electronic system deficiencies, so the response is designated as "NDA" for "no data available." In some instances, a program will have the total number for a given category without having specific numbers broken down into sub-categories.
- Because of the nature of the database, numbers for data under "Complaints" and "Investigations" may have been collected in different fiscal years. As a result, these types of categories often cannot be combined for summary data.
- The term "License Status" is used generically to encompass all of the license statuses used by DCA. These "License Status" categories encompass "Licenses and Registrations," "Certificates and Permits," and "Approvals."

INTERPRETING STATISTICAL INFORMATION:

- Reporting practices among boards and bureaus are not exactly the same because of different legislative mandates for each regulatory

OVERVIEW

STATISTICAL APPENDIX



Structure and Description

BUREAUS AND PROGRAM	STAFFING		BUREAU ADVISORY GROUPS ^a					ADVISORY COMMITTEES MANDATED BY STATUTE ^b	
	Number of Authorized Positions	Number of Exempt Positions ^c	Total Number of Advisory Groups	Total Number of Members	Number of Professional Members	Number of Public Members	Number of Meetings	Number of Authorized Committees	Number of Committee Meetings
Arbitration Certification Program	5.7	0.0	n/a	n/a	0	0	0	0	0
Automotive Repair, Bureau of	590.9	5.0	1	0	0	0	0	1	13
Cemetery and Funeral Bureau	24.0	1.0	1	12	7	5	1	0	0
Electronic and Appliance Repair, Bureau of	15.0	1.0	1	7	3	4	0	0	0
Hearing Aid Dispensers Bureau	3.0	1.0	1	7	3	4	1	1	1
Home Furnishings and Thermal Insulation, Bureau of	30.6	1.0	1	9	4	5	1	0	0
Naturopathic Medicine, Bureau of	1.0	0.0	3	14	11	3	4	3	4
Private Postsecondary and Vocational Education, Bureau for	60.6	2.0	1	11	5	6	2	1	4
Security and Investigative Services, Bureau of	46.0	1.0	2	15	0	0	0	2	14
Telephone Medical Advice Services Bureau	1.0	0.0	n/a	n/a	n/a	n/a	n/a	0	0
TOTAL	777.8	12.0	11	75	33	27	9	8	36

a) Established by Bureau Chiefs or by statute to discuss consumer industry issues.

b) Established pursuant to statute to address specific issues mandated in enabled legislation.

c) An exempt position is one in which the employee is exempt from the provisions of the California State Civil Service, and is usually appointed by the Governor and by consent or confirmation of the Senate.



Structure and Description (continued)

BOARDS, COMMITTEES, AND COMMISSION	STAFFING		BOARD / COMMITTEE / COMMISSION MEMBER INFORMATION					
	Number of Authorized Positions	Number of Exempt Positions ^a	Total Number of Board/ Committee/ Commission Members	Number of Professional Members	Number of Public Members	Number of Board/ Committee/ Commission Meetings	Number of Authorized Committees	Number of Committee Meetings
Accountancy, California Board of	60.2	1.0	15	7	8	6	2	6
Acupuncture Board	9.0	1.0	9	8	7	2	4	1
Architects Board, California	21.6	1.0	10	5	5	6	4	11
Athletic Commission, State	8.5	1.0	7	0	7	9	9	7
Barbering and Cosmetology, Board of	81.2	1.0	9	4	5	6	5	8
Behavioral Sciences, Board of	28.3	1.0	11	5	6	7	4	12
Contractors State License Board	387.5	1.0	15	6	9	4	0	0
Court Reporters Board of California	4.5	1.0	5	2	3	5	4	1
Dental Auxiliaries, Committee on	9.0	1.0	9	8	1	5	0	0
Dental Board of California	42.3	1.0	14	10	4	6	8	10
Engineers and Land Surveyors, Board for Professional	50.7	1.0	13	6	7	7	10	2
Geologists and Geophysicists, State Board of Registration for	4.0	1.0	7	3	4	4	3	8
Guide Dogs for the Blind, State Board of	1.3	1.0	7	0	7	4	1	2
Landscape Architects Technical Committee	3.6	0.0	5	5	0	4	1	3
Medical Board of California	253.7	1.0	21	12	9	4	0	0
Occupational Therapy, California Board of	5.0	1.0	7	4	3	7	5	5

a) An exempt position is one in which the employee is exempt from the provisions of the California State Civil Service. In this case, the exempt position is the Executive Officer, who is appointed by the Board.



Structure and Description (continued)

BOARDS, COMMITTEES, AND COMMISSION	STAFFING		BOARD / COMMITTEE / COMMISSION MEMBER INFORMATION					
	Number of Authorized Positions	Number of Exempt Positions ^a	Total Number of Board/ Committee/ Commission Members	Number of Professional Members	Number of Public Members	Number of Board/ Committee/ Commission Meetings	Number of Authorized Committees	Number of Committee Meetings
Optometry, State Board of	7.0	1.0	11	6	5	4	5	5
Osteopathic Medical Board of California	4.0	1.0	7	5	2	3	2	6
Pharmacy, California State Board of	47.5	1.0	13	7	6	4	7	24
Physical Therapy Board of California	10.5	1.0	7	4	3	4	2	4
Physician Assistant Committee	4.5	1.0	9	5	4	3	1	3
Podiatric Medicine, California Board of	4.2	1.0	7	4	3	3	5	1
Psychology, Board of	13.5	1.0	9	5	4	5	7	4
Registered Nursing, Board of	95.0	1.0	9	5	4	5	4	4
Respiratory Care Board of California	17.5	1.0	9	5	4	2	6	2
Speech-Language Pathology and Audiology Board	4.7	1.0	8	6	2	5	6	12
Structural Pest Control Board	28.0	1.0	7	3	4	5	4	1
Veterinary Medical Board and Veterinary Technician Committee, Registered	8.5	1.0	17	11	6	5	7	7
Vocational Nursing and Psychiatric Technicians, Board of	38.3	1.0	11	5	6	3	3	1
TOTAL	1,245.1	28.0	288	156	138	137	119	150

a) An exempt position is one in which the employee is exempt from the provisions of the California State Civil Service. In this case, the exempt position is the Executive Officer, who is appointed by the Board.



Strategic Planning/Outreach and Education

BUREAUS AND PROGRAM	Date Strategic Plan Adopted	Number of Events and Speaking Engagements	Number of Publications	Number of Web Site Hits
Arbitration Certification Program	06/05	6	1	217,451
Automotive Repair, Bureau of	07/05	659	14	32,796,588
Cemetery and Funeral Bureau	07/05	27	1	261,678
Electronic and Appliance Repair, Bureau of	08/05	4	15	28,831
Hearing Aid Dispensers Bureau	07/05	2	8	10,789
Home Furnishings and Thermal Insulation, Bureau of	08/05	14	11	38,713
Naturopathic Medicine, Bureau of	06/05	4	4	31,184
Private Postsecondary and Vocational Education, Bureau for	07/05	12	54	546,276
Security and Investigative Services, Bureau of	05/05	7	12	2,281,462
Telephone Medical Advice Services Bureau	n/a	0	1	16,364
TOTAL		735	121	36,229,336

**Strategic Planning/Outreach and Education** (continued)

BOARDS, COMMITTEES, AND COMMISSION	Date Strategic Plan Adopted	Number of Events and Speaking Engagements	Number of Publications	Number of Web Site Hits
Accountancy, California Board of	11/05	6	14	4,518,102
Acupuncture Board	06/04	5	2	381,576
Architects Board, California	03/05	19	20	787,361
Athletic Commission, State	*	*	*	*
Barbering and Cosmetology, Board of	08/04	9	25	1,654,455
Behavioral Sciences, Board of	05/04	4	10	2,604,178
Contractors State License Board	04/05	85	35	4,038,773
Court Reporters Board of California	03/05	7	1	48,229
Dental Auxiliaries, Committee on	11/01	0	5	144,000
Dental Board of California	01/05	3	4	1,494,002
Engineers and Land Surveyors, Board for Professional	04/04	16	4	3,900,346
Geologists and Geophysicists, State Board of Registration for	03/02	12	5	40,000
Guide Dogs for the Blind, State Board of	03/04	2	0	15,593
Landscape Architects Technical Committee	05/05	8	12	184,041

* Data not provided to the Department.



Strategic Planning/Outreach and Education (continued)

BOARDS, COMMITTEES, AND COMMISSION	Date Strategic Plan Adopted	Number of Events and Speaking Engagements	Number of Publications	Number of Web Site Hits
Medical Board of California	05/03	85	17	6,628,326
Occupational Therapy, California Board of	08/05	2	1	75,168
Optometry, State Board of	04/04	4	5	59,327
Osteopathic Medical Board of California	04/03	0	2	106,828
Pharmacy, California State Board of	04/05	73	24	3,821,959
Physical Therapy Board of California	08/05	14	8	194,157
Physician Assistant Committee	10/04	16	1	232,768
Podiatric Medicine, California Board of	01/04	2	17	155,898
Psychology, Board of	05/05	3	10	256,382
Registered Nursing, Board of	05/05	13	7	1,411,754
Respiratory Care Board of California	07/02	8	11	321,714
Speech-Language Pathology and Audiology Board	04/05	4	13	244,378
Structural Pest Control Board	01/05	13	6	201,165
Veterinary Medical Board and Veterinary Technician Committee, Registered	04/05	5	9	106,320
Vocational Nursing and Psychiatric Technicians, Board of	05/05	26	0	413,809
TOTAL		444	268	34,040,609



Field Offices

BUREAUS	OFFICES AND STAFF		SERVICES PROVIDED								
	Number of Field Offices	Number of Field Office Staff (All Field Offices)	Walk-in Assistance	Cashiering	Consumer Education	Licensee Education	License Application	License Renewal	Complaint Handling	Enforcement Activities	Exams
Automotive Repair, Bureau of	12	304	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
Electronic and Appliance Repair, Bureau of	1	7	No	No	No	No	No	No	No	Yes	No
Private Postsecondary and Vocational Education, Bureau for	1	4	Yes	No	Yes	Yes	Yes	No	No	No	No
TOTAL	14	315									

BOARDS AND COMMISSION	OFFICES AND STAFF		SERVICES PROVIDED								
	Number of Field Offices	Number of Field Office Staff (All Field Offices)	Walk-in Assistance	Cashiering	Consumer Education	Licensee Education	License Application	License Renewal	Complaint Handling	Enforcement Activities	Exams
Athletic Commission, State	1	1	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
Barbering and Cosmetology, Board of	2	29	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Contractors State License Board	9	204	Yes	No	Yes	Yes	Yes	No	Yes	Yes	No
Dental Board of California	1	11	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes
Medical Board of California	12	115.1	Yes	No	No	No	No	No	Yes	Yes	No
Pharmacy, California State Board of	1	0	No	No	No	Yes	No	No	No	Yes	No
Registered Nursing, Board of	1	6	No	No	No	Yes	No	No	Yes	Yes	No
TOTAL	27	366.1									

FISCAL

STATISTICAL APPENDIX



Revenue Sources (IN THOUSANDS)

BUREAUS AND PROGRAM	Fund Name and Number	Initial Licensing Fees (125700)	Renewal Fees (125800)	Other Licensing and Regulatory Fees, Fines, and Penalties (125600)	Delinquent Fees (125900)	Interest (150300)	Miscellaneous Other Revenue	Total Revenues	Total Transfers ^a
Arbitration Certification Program	Certification Account/0166	\$0	\$0	\$877	\$0	\$9	\$0	\$886	\$0
Automotive Repair, Bureau of	Vehicle Inspection and Repair Fund/0421	\$105,305	\$7,403	\$1,652	\$265	\$1,153	\$148	\$115,926	-\$330
	High Polluter Repair or Removal Account/0582	\$33,684	\$0	\$0	\$0	\$484	\$88	\$34,256	\$0
Cemetery and Funeral Bureau	Cemetery Fund/0717	\$118	\$247	\$1,735	\$5	\$78	\$1	\$2,184	\$1
	Funeral Directors and Embalmers Fund/0750	\$92	\$935	\$177	\$31	\$60	\$1	\$1,296	\$1
Electronic and Appliance Repair, Bureau of	Electronic and Appliance Repair Fund/0325	\$205	\$1,505	\$0	\$44	\$36	\$0	\$1,790	\$3
Hearing Aid Dispensers Bureau	Hearing Aid Dispensers Fund/0208	\$118	\$445	\$1	\$4	\$24	\$0	\$592	\$1
Home Furnishings and Thermal Insulation, Bureau of	Bureau of Home Furnishings and Thermal Insulation Fund/0752	\$1,049	\$2,545	\$180	\$64	\$57	\$2	\$3,897	\$2
Naturopathic Medicine, Bureau of	Naturopathic Doctor's Fund/3069	\$130	\$0	\$0	\$0	\$2	\$0	\$132	\$92
Private Postsecondary and Vocational Education, Bureau for	Private Postsecondary and Vocational Education Administration Fund/0305	\$5,091	\$0	\$138	\$94	\$17	\$11	\$5,351	\$0
	Student Tuition Recovery Fund/0960	\$0	\$0	\$0	\$0	\$91	\$3,949	\$4,040	\$0
Security and Investigative Services, Bureau of	Private Security Services Fund/0239	\$3,225	\$3,733	\$380	\$108	\$63	\$14	\$7,523	\$27
	Private Investigator Fund/0769	\$143	\$546	\$13	\$18	\$27	\$3	\$750	\$0
Telephone Medical Advice Services Bureau	Telephone Medical Advice Services Fund/0459	\$0	\$195	\$0	\$2	\$5	\$0	\$202	\$0
TOTAL REVENUE FOR BUREAUS AND PROGRAM		\$149,160	\$17,554	\$5,153	\$635	\$2,106	\$4,217	\$178,825	-\$203

a) A transfer is a notation in a fund condition of the movement of money from one fund to another. This includes transfers to and from the General Fund and/or any special fund for the purpose of General Fund or other types of loans and/or loan repayments, as well as other transactions between funds that are not otherwise captured as revenues or expenditures.



Revenue Sources (IN THOUSANDS) (continued)

BOARDS, COMMITTEES, AND COMMISSION	Fund Name and Number	Initial Licensing Fees (125700)	Renewal Fees (125800)	Other Licensing and Regulatory Fees, Fines, and Penalties (125600)	Delinquent Fees (125900)	Interest (150300)	Miscellaneous Other Revenue	Total Revenues	Total Transfers ^a
Accountancy, California Board of	Accountancy Fund/0704	\$2,659	\$6,357	\$57	\$273	\$225	\$18	\$9,589	\$7
Acupuncture Board	Acupuncture Fund/0108	\$843	\$1,264	\$31	\$10	\$25	\$3	\$2,176	\$1
Architects Board, California	California Architects Board Fund/0706	\$580	\$1,771	\$1	\$18	\$20	\$3	\$2,393	\$1
Athletic Commission, State	Athletic Commission Fund/0326	\$53	\$0	\$366	\$0	\$6	\$16	\$441	\$320
	Boxer's Neurological Examination Account/0492	\$0	\$0	\$30	\$0	\$2	\$0	\$32	\$0
	Boxer's Pension Fund/9250	\$0	\$0	\$0	\$0	\$5	\$44	\$49	\$0
Barbering and Cosmetology, Board of	Barbering and Cosmetology Fund/ 0069	\$2,436	\$6,881	\$1,765	\$454	\$88	\$26	\$11,650	\$48
Behavioral Sciences, Board of	Behavioral Science Examiners Fund, Professions and Vocations Fund/0773	\$1,480	\$3,395	\$52	\$57	\$92	\$6	\$5,082	\$6
Contractors State License Board	Contractors License Fund/0735	\$14,360	\$33,998	\$126	\$1,798	\$693	\$1,237	\$52,212	\$292
	Construction Management Education Account/0093	\$70	\$0	\$0	\$0	\$11	\$0	\$81	\$0
Court Reporters Board of California	Court Reporters Fund/0771	\$37	\$791	\$13	\$20	\$17	\$1	\$879	-\$100
	Transcript Reimbursement Fund/ 0410	\$0	\$0	\$0	\$0	\$2	\$0	\$2	\$100
Dental Auxiliaries, Committee on	Dental Auxiliaries Fund/0380	\$484	\$843	\$9	\$49	\$25	\$6	\$1,416	\$3
Dental Board of California	State Dentistry Fund/0741	\$1,325	\$6,224	\$36	\$64	\$39	\$64	\$7,752	-\$392
	Dentally Underserved Account/3039	\$0	\$0	\$0	\$0	\$44	\$0	\$44	\$1,000
Engineers and Land Surveyors, Board for Professional	Professional Engineers and Land Surveyors Fund/0770	\$3,309	\$3,361	\$20	\$44	\$72	\$6	\$6,812	\$5

a) A transfer is a notation in a fund condition of the movement of money from one fund to another. This includes transfers to and from the General Fund and/or any special fund for the purpose of General Fund or other types of loans and/or loan repayments, as well as other transactions between funds that are not otherwise captured as revenues or expenditures.



Revenue Sources (IN THOUSANDS) (continued)

BOARDS, COMMITTEES, AND COMMISSION	Fund Name and Number	Initial Licensing Fees (125700)	Renewal Fees (125800)	Other Licensing and Regulatory Fees, Fines, and Penalties (125600)	Delinquent Fees (125900)	Interest (150300)	Miscellaneous Other Revenue	Total Revenues	Total Transfers ^a
Geologists and Geophysicists, State Board of Registration for	Geology and Geophysics Fund/0205	\$248	\$534	\$9	\$21	\$14	\$1	\$827	\$0
Guide Dogs for the Blind, State Board of	State Board of Guide Dogs for the Blind Fund/0024	\$1	\$140	\$3	\$0	\$0	\$0	\$144	\$0
Landscape Architects Technical Committee	Landscape Architects Fund/0757	\$161	\$493	\$13	\$11	\$10	\$0	\$688	\$0
Medical Board of California	Dispensing Opticians Fund/0175	\$32	\$113	\$3	\$4	\$5	\$0	\$157	\$0
	Outpatient Setting Fund of the Medical Board of California/0210	\$0	\$0	\$0	\$0	\$3	\$0	\$3	\$0
	Licensed Midwifery Fund/0755	\$2	\$15	\$0	\$0	\$0	\$0	\$17	-\$40
	Contingent Fund of the Medical Board of California/0758	\$4,368	\$31,436	\$231	\$79	\$369	\$61	\$36,544	-\$1,078
	Medically Underserved Account, Contingent Fund of the Medical Board of California/3040	\$0	\$0	\$0	\$0	\$40	\$334	\$374	\$1,150
Occupational Therapy, California Board of	Occupational Therapy Fund/3017	\$106	\$1,227	\$1	\$13	\$25	\$9	\$1,381	\$0
Optometry, State Board of	State Optometry Fund/0763	\$73	\$923	\$51	\$3	\$22	\$2	\$1,074	\$2
Osteopathic Medical Board of California	Osteopathic Medical Board of California Contingent Fund/0264	\$176	\$891	\$17	\$8	\$18	\$1	\$1,111	\$1
Pharmacy, California State Board of	Pharmacy Board Contingent Fund/0767	\$1,427	\$4,452	\$422	\$81	\$111	\$17	\$6,510	\$8
Physical Therapy Board of California	Physical Therapy Fund/0759	\$253	\$1,358	\$46	\$13	\$25	\$3	\$1,698	\$2
Physician Assistant Committee	Physician Assistant Fund/0280	\$117	\$771	\$13	\$3	\$38	\$1	\$943	\$1
Podiatric Medicine, California Board of	Board of Podiatric Medicine Fund/0295	\$101	\$804	\$5	\$2	\$24	\$0	\$936	\$1
Psychology, Board of	Psychology Fund/0310	\$394	\$2,528	\$9	\$11	\$49	\$5	\$2,996	\$3

a) A transfer is a notation in a fund condition of the movement of money from one fund to another. This includes transfers to and from the General Fund and/or any special fund for the purpose of General Fund or other types of loans and/or loan repayments, as well as other transactions between funds that are not otherwise captured as revenues or expenditures.



Revenue Sources (IN THOUSANDS) (continued)

BOARDS, COMMITTEES, AND COMMISSION	Fund Name and Number	Initial Licensing Fees (125700)	Renewal Fees (125800)	Other Licensing and Regulatory Fees, Fines, and Penalties (125600)	Delinquent Fees (125900)	Interest (150300)	Miscellaneous Other Revenue	Total Revenues	Total Transfers ^a
Registered Nursing, Board of	Board of Registered Nursing Fund/0761	\$3,447	\$11,487	\$910	\$255	\$194	\$56	\$16,349	\$21
Respiratory Care Board of California	Respiratory Care Fund/0319	\$238	\$1,562	\$81	\$42	\$28	\$16	\$1,967	\$2
Speech-Language Pathology and Audiology Board	Speech-Language Pathology and Audiology Fund/0376	\$52	\$571	\$5	\$14	\$14	\$10	\$666	\$1
Structural Pest Control Board	Structural Pest Control Research Fund/0168	\$0	\$0	\$111	\$0	\$20	\$0	\$131	\$0
	Structural Pest Control Education and Enforcement Fund/0399	\$0	\$0	\$284	\$0	\$14	\$0	\$298	\$0
	Structural Pest Control Support Fund/0775	\$207	\$177	\$3,100	\$7	\$61	\$8	\$3,560	\$5
Veterinary Medical Board and Veterinary Technician Committee, Registered	Veterinary Medical Fund/0777	\$263	\$1,403	\$2	\$12	\$27	\$39	\$1,746	\$2
Vocational Nursing and Psychiatric Technicians, Board of	Vocational Nurse Examiners Fund/ 0779	\$1,471	\$3,132	\$185	\$90	\$43	\$24	\$4,945	\$5
	Psychiatric Technicians Account, Vocational Nurse and Psychiatric Technician Examiners Fund/0780	\$248	\$1,057	\$15	\$26	\$23	\$6	\$1,375	\$1
TOTAL REVENUE FOR BOARDS, COMMITTEES, AND COMMISSION		\$41,021	\$129,959	\$8,022	\$3,482	\$2,543	\$2,019	\$187,050	\$1,378

a) A transfer is a notation in a fund condition of the movement of money from one fund to another. This includes transfers to and from the General Fund and/or any special fund for the purpose of General Fund or other types of loans and/or loan repayments, as well as other transactions between funds that are not otherwise captured as revenues or expenditures.



Expenditure Categories (IN THOUSANDS)

BUREAUS, PROGRAM, AND OFFICE	Fund Name and Number	Personal Services	Operating Expenses	Subtotal	(-) Reimbursements ^a	(-) Distributed Costs ^b	Total Net Expenditures
Arbitration Certification Program	Certification Account/0166	\$511	\$352	\$863	\$0	\$0	\$863
Automotive Repair, Bureau of	Vehicle Inspection and Repair Fund/0421	\$40,978	\$53,152	\$94,130	-\$1,190	-\$71	\$92,869
	High Polluter Repair or Removal Account/0582	\$2,975	\$17,765	\$20,740	\$0	\$0	\$20,740
Cemetery and Funeral Bureau	Cemetery Fund/0717	\$1,116	\$860	\$1,976	-\$1	-\$115	\$1,860
	State Funeral Director's and Embalmers Fund/0750	\$634	\$739	\$1,373	-\$4	\$0	\$1,369
Electronic and Appliance Repair, Bureau of	Electronic and Appliance Repair Fund/0325	\$1,008	\$928	\$1,936	-\$13	\$0	\$1,923
Hearing Aid Dispensers Bureau	Hearing Aid Dispensers Fund/0208	\$264	\$322	\$586	-\$6	\$0	\$580
Home Furnishings and Thermal Insulation, Bureau of	Bureau of Home Furnishings and Thermal Insulation Fund/0752	\$2,045	\$1,646	\$3,691	-\$11	\$0	\$3,680
Naturopathic Medicine, Bureau of	Naturopathic Doctor's Fund/3069	\$62	\$20	\$82	\$0	\$0	\$82
Privacy Protection, California Office of	General Fund/0001	\$373	\$39	\$412	-\$35	\$0	\$377
Private Postsecondary and Vocational Education, Bureau for	Private Postsecondary and Vocational Education Administration Fund/0305	\$3,549	\$2,356	\$5,905	-\$34	-\$44	\$5,827
	Federal Trust Fund/0890	\$908	\$208	\$1,116	\$0	\$0	\$1,116
	Student Tuition Recovery Fund/0960	\$59	\$6,039	\$6,098	\$0	\$0	\$6,098
Security and Investigative Services, Bureau of	Private Security Services Fund/0239	\$2,696	\$5,367	\$8,063	-\$1,052	-\$30	\$6,981
	Private Investigator Fund/0769	\$246	\$353	\$599	-\$16	\$0	\$583
Telephone Medical Advice Services Bureau	Telephone Medical Advice Services Fund/0459	\$61	\$53	\$114	\$0	\$0	\$114
TOTAL EXPENDITURES FOR BUREAUS, PROGRAM, AND OFFICE		\$57,485	\$90,199	\$147,684	-\$2,362	-\$260	\$145,062

a) Reimbursements are funds received from an entity outside state government for purposes of reimbursing expenditures. (Note: In some case, the costs may have been expended in a different fiscal year than the year in which the reimbursements were received.)

b) Distributed costs are reimbursements from another program within the same state department to cover the cost of services that are provided to that program (i.e., the costs are "distributed" from the provider of the service to the recipient of the service).

**Expenditure Categories (IN THOUSANDS) (continued)**

BOARDS, COMMITTEES, AND COMMISSION	Fund Name and Number	Personal Services	Operating Expenses	Subtotal	(-) Reimbursements ^a	(-) Distributed Costs ^b	Total Net Expenditures
Accountancy, California Board of	Accountancy Fund/0704	\$4,013	\$2,847	\$6,860	-\$269	\$0	\$13,451
Acupuncture Board	Acupuncture Fund/0108	\$588	\$1,325	\$1,913	-\$43	\$0	\$1,870
Architects Board, California	California Architects Board Fund/0706	\$1,168	\$1,532	\$2,700	-\$21	-\$26	\$2,653
Athletic Commission, State	Athletic Commission Fund/0236	\$406	\$408	\$814	-\$100	\$0	\$714
	Boxer's Neurological Examination Account/0492	\$59	\$23	\$82	\$0	\$0	\$82
	Boxer's Pension Fund/9250	\$7	\$50	\$57	\$0	\$0	\$57
Barbering and Cosmetology, Board of	Barbering and Cosmetology Fund/0069	\$4,657	\$8,197	\$12,854	-\$180	\$0	\$12,674
Behavioral Sciences, Board of	Behavioral Science Examiners Fund, Professions and Vocations Fund/0773	\$1,617	\$2,621	\$4,238	-\$55	\$0	\$4,183
Contractors State License Board	Contractors License Fund/0735	\$25,631	\$22,522	\$48,153	-\$508	\$0	\$47,648
	Construction Management Education Account (CMEA)/0093	\$0	\$197 ^c	\$197	\$0	\$0	\$197
Court Reporters Board of California	Court Reporters Fund/0771	\$319	\$289	\$608	-\$6	\$0	\$602
	Transcript Reimbursement Fund/0410	\$0	\$148	\$148	\$0	\$0	\$148
Dental Auxiliaries, Committee on	Dental Auxiliaries Fund/0380	\$588	\$1,060	\$1,648	-\$17	\$0	\$1,631
Dental Board of California	State Dentistry Fund/0741	\$3,013	\$4,255	\$7,268	-\$262	\$0	\$7,006
	Dentally Underserved Account/3039	\$0	\$1,870	\$1,870	\$0	\$0	\$1,870
Engineers and Land Surveyors, Board for Professional	Professional Engineers and Land Surveyors Fund/0770	\$2,441	\$4,836	\$7,277	-\$31	\$0	\$7,246
Geologists and Geophysicists, State Board of Registration for	Geology and Geophysics Fund/0205	\$328	\$456	\$784	-\$15	\$0	\$769
Guide Dogs for the Blind, State Board of	State Board of Guide Dogs for the Blind Fund/0024	\$88	\$38	\$126	\$0	\$0	\$126

a) Reimbursements are funds received from an entity outside state government for purposes of reimbursing expenditures. (Note: In some case, the costs may have been expended in a different fiscal year than the year in which the reimbursements were received.)

b) Distributed costs are reimbursements from another program within the same state department to cover the cost of services that are provided to that program (i.e., the costs are "distributed" from the provider of the service to the recipient of the service).

c) This represents grant money that was distributed for FY 04/05 by Contractors State License Board.

**Expenditure Categories (IN THOUSANDS) (continued)**

BOARDS, COMMITTEES, AND COMMISSION	Fund Name and Number	Personal Services	Operating Expenses	Subtotal	(-) Reimbursements ^a	(-) Distributed Costs ^b	Total Net Expenditures
Landscape Architects Technical Committee	Landscape Architects Fund/0757	\$260	\$495	\$755	-\$2	\$0	\$753
Medical Board of California	Dispensing Opticians Fund/0175	\$49	\$99	\$148	-\$12	\$0	\$136
	Outpatient Setting Fund of the Medical Board of California/0210	\$0	\$0	\$0	\$0	\$0	\$0
	Licensed Midwifery Fund/0755	\$0	\$0	\$0	\$0	\$0	\$0
	Contingent Fund of the Medical Board of California/0758	\$19,537	\$21,907	\$41,444	-\$2,498	-\$645	\$38,301
	Medically Underserved Account, Contingent Fund of the Medical Board of California/3040	\$0	\$642	\$642	\$0	\$0	\$642
Occupational Therapy, California Board of	Occupational Therapy Fund/3017	\$353	\$331	\$684	-\$20	\$0	\$664
Optometry, State Board of	State Optometry Fund/0761	\$475	\$877	\$1,352	-\$74	\$0	\$1,278
Osteopathic Medical Board of California	Osteopathic Medical Board of California Contingent Fund/0264	\$268	\$512	\$780	-\$68	\$0	\$712
Pharmacy, California State Board of	Pharmacy Board Contingent Fund/0767	\$3,891	\$3,781	\$7,672	-\$305	\$0	\$7,367
Physical Therapy Board of California	Physical Therapy Fund/0759	\$887	\$1,416	\$2,303	-\$95	\$0	\$2,208
Physician Assistant Committee	Physician Assistant Fund/0280	\$344	\$558	\$902	-\$51	\$0	\$851
Podiatric Medicine, California Board of	Board of Podiatric Medicine Fund/0295	\$373	\$553	\$926	-\$58	\$0	\$868
Psychology, Board of	Psychology Fund/0310	\$854	\$1,694	\$2,548	-\$94	\$0	\$2,454
Registered Nursing, Board of	Board of Registered Nursing Fund/0761	\$5,592	\$12,541	\$18,133	-\$1,078	\$0	\$17,055
Respiratory Care Board of California	Respiratory Care Fund/0319	\$1,189	\$1,049	\$2,238	-\$253	\$0	\$1,985
Speech-Language Pathology and Audiology Board	Speech-Language Pathology and Audiology Fund/0376	\$313	\$244	\$557	-\$20	\$0	\$537

a) Reimbursements are funds received from an entity outside state government for purposes of reimbursing expenditures. (Note: In some case, the costs may have been expended in a different fiscal year than the year in which the reimbursements were received.)

b) Distributed costs are reimbursements from another program within the same state department to cover the cost of services that are provided to that program (i.e., the costs are "distributed" from the provider of the service to the recipient of the service).

**Expenditure Categories (IN THOUSANDS) (continued)**

BOARDS, COMMITTEES, AND COMMISSION	Fund Name and Number	Personal Services	Operating Expenses	Subtotal	(-) Reimbursements ^a	(-) Distributed Costs ^b	Total Net Expenditures
Structural Pest Control Board	Structural Pest Control Research Fund/0168	\$0	\$40	\$40	\$0	\$0	\$40
	Structural Pest Control Education and Enforcement Fund/0399	\$50	\$212	\$262	\$0	\$0	\$262
	Structural Pest Control Support Fund/0775	\$1,719	\$1,639	\$3,358	-\$57	\$0	\$3,301
Veterinary Medical Board and Veterinary Technician Committee, Registered	Veterinary Medical Board Contingent Fund/0777	\$620	\$970	\$1,590	-\$89	\$0	\$1,501
Vocational Nursing and Psychiatric Technicians, Board of	Vocational Nurse Examiners Fund/0779	\$1,995	\$3,276	\$5,271	-\$153	-\$37	\$5,081
	Psychiatric Technicians Account, Vocational Nurse and Psychiatric Technician Examiners Fund/0780	\$488	\$647	\$1,135	-\$19	\$0	\$1,116
TOTAL EXPENDITURES FOR BOARDS, COMMITTEES, AND COMMISSION		\$84,180	\$106,157	\$190,337	-\$6,453	-\$708	\$190,039

a) Reimbursements are funds received from an entity outside state government for purposes of reimbursing expenditures. (Note: In some case, the costs may have been expended in a different fiscal year than the year in which the reimbursements were received.)

b) Distributed costs are reimbursements from another program within the same state department to cover the cost of services that are provided to that program (i.e., the costs are "distributed" from the provider of the service to the recipient of the service).

**Fund Condition (IN THOUSANDS)**

BUREAUS AND PROGRAM	Fund Name and Number	Total Reserves July 1, 2004 ^a	Total Revenues	Transfers	Total Expenditures ^b	Total Reserves June 30, 2005	Estimated Months of Reserve
Arbitration Certification Program	Certification Account/0166	\$389	\$886	\$0	\$863	\$412	5.6
Automotive Repair, Bureau of	Vehicle Inspection and Repair Fund/0421	\$35,464	\$115,926	-\$330	\$104,797	\$46,263	4.9
	High Polluter Repair or Removal Account/0582	\$15,248	\$34,256	\$0	\$20,740	\$28,764	8.7
Cemetery and Funeral Bureau	Cemetery Fund/0717	\$3,203	\$2,184	\$1	\$1,860	\$3,528	20.3
	State Funeral Directors and Embalmers Fund/0750	\$2,677	\$1,296	\$1	\$1,369	\$2,605	20.6
Electronic and Appliance Repair, Bureau of	Electronic and Appliance Repair Fund/0325	\$1,474	\$1,790	\$3	\$1,923	\$1,344	8.0
Hearing Aid Dispensers Bureau	Hearing Aid Dispensers Fund/0208	\$1,113	\$592	\$1	\$580	\$1,126	19.7
Home Furnishings and Thermal Insulation, Bureau of	Bureau of Home Furnishings and Thermal Insulation Fund/0752	\$2,347	\$3,897	\$2	\$3,680	\$2,566	8.2
Naturopathic Medicine, Bureau of	Naturopathic Doctor's Fund/3069	\$0	\$132	\$92	\$82	\$142	14.4
Private Postsecondary and Vocational Education, Bureau for	Private Postsecondary and Vocational Education Administration Fund/0305	\$744	\$5,351	\$0	\$5,827	\$268	0.6
	Student Tuition Recovery Fund/0960	\$5,106	\$4,040	\$0	\$6,098	\$3,048	12.3
Security and Investigative Services, Bureau of	Private Security Services Fund/0239	\$1,725	\$7,523	\$27	\$6,981	\$2,294	3.9
	Private Investigator Fund/0769	\$1,123	\$750	\$0	\$583	\$1,290	24.7
Telephone Medical Advice Services Bureau	Telephone Medical Advice Services Fund/0459	\$203	\$202	\$0	\$114	\$291	24.1

a) Total Reserves July 1 include prior year adjustment.

b) Expenditures in fund conditions include State Controller's Office and/or other charges that are not included in final year-end expenditure totals.

**Fund Condition (IN THOUSANDS) (continued)**

BOARDS, COMMITTEES, AND COMMISSION	Fund Name and Number	Total Reserves July 1, 2004 ^a	Total Revenues	Transfers	Total Expenditures ^b	Total Reserves June 30, 2005	Estimated Months of Reserve
Accountancy, California Board of	Accountancy Fund/0704	\$9,030	\$9,589	\$7	\$6,593	\$12,033	14.7
Acupuncture Board	Acupuncture Fund/0108	\$760	\$2,176	\$1	\$1,870	\$1,067	5.6
Architects Board, California	California Architects Board Fund/0706	\$1,274	\$2,393	\$1	\$2,653	\$1,015	4.3
Athletic Commission, State	Athletic Commission Fund/0326	\$0	\$441	\$320	\$715	\$46	0.7
	Boxer's Neurological Examination Account/0492	\$126	\$32	\$0	\$82	\$76	8.5
	Boxer's Pension Fund/9250	\$199	\$49	\$0	\$57	\$191	24.6
Barbering and Cosmetology, Board of	Barbering and Cosmetology Fund/0069	\$3,647	\$11,650	\$48	\$12,674	\$2,671	2.3
Behavioral Sciences, Board of	Behavioral Science Examiners Fund, Professions and Vocations Fund/0773	\$3,185	\$5,082	\$6	\$4,183	\$4,090	10.2
Contractors State License Board	Contractors License Fund/0735	\$23,902	\$52,212	\$292	\$47,648	\$28,758	6.8
	Construction Management Education Account/0093	\$483	\$81	\$0	\$197 ^c	\$367	17.3
Court Reporters Board of California	Court Reporters Fund/0771	\$581	\$879	-\$100	\$602	\$758	12.5
	Transcript Reimbursement Fund/0410	\$89	\$2	\$100	\$148	\$43	1.7
Dental Auxiliaries, Committee on	Dental Auxiliaries Fund/0380	\$1,160	\$1,416	\$3	\$1,631	\$948	6.0
Dental Board of California	State Dentistry Fund/0741	\$351	\$7,752	-\$392	\$7,007	\$704	1.0
	Dentally Underserved Account/3039	\$1,001	\$44	\$1,000	\$1,870	\$175	2.1
Engineers and Land Surveyors, Board for Professional	Professional Engineers and Land Surveyors Fund/0770	\$1,360	\$6,812	\$5	\$7,247	\$930	1.4
Geologists and Geophysicists, State Board of Registration for	Geology and Geophysics Fund/0205	\$591	\$827	\$0	\$769	\$649	8.0
Guide Dogs for the Blind, State Board of	State Board of Guide Dogs for the Blind Fund/0024	\$174	\$144	\$0	\$126	\$192	15.1
Landscape Architects Technical Committee	Landscape Architects Fund/0757	\$403	\$688	\$0	\$753	\$338	3.8

a) Total Reserves July 1 include prior year adjustment.

b) Expenditures in fund conditions include State Controller's Office and/or other charges that are not included in final year-end expenditure totals.

c) This represents grant money that was distributed for FY 04/05 by Contractors State License Board.

**Fund Condition (IN THOUSANDS) (continued)**

BOARDS, COMMITTEES, AND COMMISSION	Fund Name and Number	Total Reserves July 1, 2004 ^a	Total Revenues	Transfers	Total Expenditures ^b	Total Reserves June 30, 2005	Estimated Months of Reserve
Medical Board of California	Dispensing Opticians Fund/0175	\$213	\$157	\$0	\$136	\$234	10.6
	Outpatient Setting Fund of the Medical Board of California/0210	\$113	\$3	\$0	\$0	\$116	58.0
	Licensed Midwifery Fund/0755	\$42	\$17	-\$40	\$0	\$19	N/A
	Contingent Fund of the Medical Board of California/0758	\$11,447	\$36,544	-\$1,078	\$38,301	\$8,612	2.4
	Medically Underserved Account, Contingent Fund of the Medical Board of California/3040	\$1,150	\$374	\$1,150	\$642	\$2,032	N/A
Occupational Therapy, California Board of	Occupational Therapy Fund/3017	\$620	\$1,381	\$0	\$664	\$1,337	21.7
Optometry, State Board of	State Optometry Fund/0763	\$918	\$1,074	\$2	\$1,278	\$716	5.9
Osteopathic Medical Board of California	Osteopathic Medical Board of California Contingent Fund/0264	\$495	\$1,111	\$1	\$712	\$895	9.9
Pharmacy, California State Board of	Pharmacy Board Contingent Fund/0767	\$4,961	\$6,510	\$8	\$7,368	\$4,111	6.2
Physical Therapy Board of California	Physical Therapy Fund/0759	\$1,105	\$1,698	\$2	\$2,209	\$596	3.0
Physician Assistant Committee	Physician Assistant Fund/0280	\$1,567	\$943	\$1	\$851	\$1,660	21.1
Podiatric Medicine, California Board of	Board of Podiatric Medicine Fund/0295	\$1,001	\$936	\$1	\$868	\$1,070	11.2
Psychology, Board of	Psychology Fund/0310	\$1,647	\$2,996	\$3	\$2,455	\$2,191	9.0
Registered Nursing, Board of	Board of Registered Nursing Fund/0761	\$7,730	\$16,349	\$21	\$17,055	\$7,045	4.3
Respiratory Care Board of California	Respiratory Care Fund/0319	\$1,279	\$1,967	\$2	\$1,985	\$1,263	5.9
Speech-Language Pathology and Audiology Board	Speech-Language Pathology and Audiology Fund/0376	\$551	\$666	\$1	\$538	\$680	13.4
Structural Pest Control Board	Structural Pest Control Research Fund/0168	\$876	\$131	\$0	\$40	\$967	122.1
	Structural Pest Control Education and Enforcement Fund/0399	\$516	\$298	\$0	\$262	\$552	23.2
	Structural Pest Control Support Fund/0775	\$2,566	\$3,560	\$5	\$3,301	\$2,830	9.5

a) Total Reserves July 1 include prior year adjustment.

b) Expenditures in fund conditions include State Controller's Office and/or other charges that are not included in final year-end expenditure totals.

**Fund Condition (IN THOUSANDS) (continued)**

BOARDS, COMMITTEES, AND COMMISSION	Fund Name and Number	Total Reserves July 1, 2004 ^a	Total Revenues	Transfers	Total Expenditures ^b	Total Reserves June 30, 2005	Estimated Months of Reserve
Veterinary Medical Board and Veterinary Technician Committee, Registered	Veterinary Medical Board Fund/0777	\$932	\$1,746	\$2	\$1,501	\$1,179	7.2
Vocational Nursing and Psychiatric Technicians, Board of	Vocational Nurse Examiners Fund/0779	\$1,383	\$4,945	\$5	\$5,081	\$1,252	2.8
	Psychiatric Technicians Account, Vocational Nurse and Psychiatric Technician Examiners Fund/0780	\$544	\$1,375	\$1	\$1,116	\$804	7.7

a) Total Reserves July 1 include prior year adjustment.

b) Expenditures in fund conditions include State Controller's Office and/or other charges that are not included in final year-end expenditure totals.

LICENSING

STATISTICAL APPENDIX



Summary of License Activity

BUREAUS	Licenses By Type	INITIAL LICENSES/CERTIFICATES/PERMITS RECEIVED, ISSUED, AND RENEWED THIS FISCAL YEAR			ACTIVE LICENSES BY LICENSE CATEGORY MAY INCLUDE LICENSES FROM PRIOR YEAR(S) BASED ON RENEWAL PERIODS			Frequency of License/ Certificate/Permit Renewal
		Applications Received	Licenses/ Certificates/ Permits Issued	Licenses/ Certificates/ Permits Renewed	Certificates or Permits ^a	Licenses or Registrations ^b	Approvals ^c	
Automotive Repair, Bureau of	Advanced Emission Specialist	2,189	2,132	6,454	n/a	15,086	n/a	Every 2 years
	Automotive Repair Dealer	5,932	11,050	33,279	n/a	35,623	n/a	Every year
	Basic Area Technician	77	75	318	n/a	894	n/a	Every 2 years
	Lamp and Brake Adjusters	1,204	1,188	772	n/a	3,931	n/a	Every 4 years
	Lamp and Brake Station	486	734	1,558	n/a	1,998	n/a	Every year
	Smog Station (Test and Repair)	893	1,726	4,903	n/a	5,917	n/a	Every year
	Smog Station (Test-Only)	661	1,046	994	n/a	1,601	n/a	Every year
	Technician Intern	130	121	0	n/a	226	n/a	n/a
Cemetery and Funeral Bureau	Apprentice Embalmer	88	84	0	n/a	444	2	Non-renewal
	Cemetery Branch Broker	22	22	240	n/a	88	n/a	Every year
	Cemetery Broker	34	29	141	n/a	152	n/a	Every year
	Cemetery Broker Additional	NDA	11	29	n/a	27	n/a	Every year
	Cemetery License COA	3	17	186	n/a	196	n/a	Every year
	Cemetery Managers License	79	151	107	n/a	284	n/a	Every year
	Cemetery Sales Person	964	1,008	1,840	n/a	2,562	n/a	Every year
	Cremated Remains Disposer	28	23	150	290	0	n/a	Every year
	Crematory License	7	50	129	n/a	187	n/a	Every year
	Crematory Manager License	108	241	161	n/a	421	n/a	Every year
	Embalmer License	119	52	1,950	n/a	2,714	n/a	Every year
	Funeral Director License	137	138	1,882	n/a	2,523	n/a	Every year
	Funeral Establishment	33	25	907	n/a	924	n/a	Every year

a) and b) As defined by the governing entity and classified by their data system.

c) The total number of school approvals/accreditations that meet the criteria established by the Bureaus that qualifies the school to train individuals who perform in the specific industry.



Summary of License Activity (continued)

BUREAUS	Licenses By Type	INITIAL LICENSES/CERTIFICATES/PERMITS RECEIVED, ISSUED, AND RENEWED THIS FISCAL YEAR			ACTIVE LICENSES BY LICENSE CATEGORY MAY INCLUDE LICENSES FROM PRIOR YEAR(S) BASED ON RENEWAL PERIODS			Frequency of License/ Certificate/Permit Renewal
		Applications Received	Licenses/ Certificates/ Permits Issued	Licenses/ Certificates/ Permits Renewed	Certificates or Permits ^a	Licenses or Registrations ^b	Approvals ^c	
Electronic and Appliance Repair, Bureau of	Appliance Service Dealer	234	238	2,029	n/a	2,270	n/a	Every year
	Combination Service Dealer	17	25	438	n/a	376	n/a	Every year
	Electronic Service Dealer	673	654	5,433	n/a	5,484	n/a	Every year
	Service Contract Administrator	1	4	28	n/a	31	n/a	Every year
	Service Contract Seller	583	637	1,910	n/a	3,158	n/a	Every year
Hearing Aid Dispensers Bureau	Branch License	557	111	361	n/a	361	361	Every year
	Permanent License	145	83	1,518	n/a	83	1,518	Every year
	Temporary/Trainee License	236	113	112	n/a	112	112	Every 6 months
Home Furnishings and Thermal Insulation, Bureau of	Bedding Retailer	352	351	1,341	n/a	2,867	n/a	Every 2 years
	Custom Upholsterer	45	43	287	n/a	645	n/a	Every 2 years
	Furniture and Bedding Manufacturer	196	185	760	n/a	1,759	n/a	Every 2 years
	Furniture and Bedding Retailer	1,144	1,372	2,999	n/a	10,057	n/a	Every 2 years
	Furniture and Bedding Wholesaler	56	46	85	n/a	232	n/a	Every 2 years
	Furniture Retailer	323	287	1,574	n/a	3,047	n/a	Every 2 years
	Importer	755	776	886	n/a	2,787	n/a	Every 2 years
	Sanitizer	3	2	4	n/a	14	n/a	Every 2 years
	Supply Dealer	23	27	75	n/a	176	n/a	Every 2 years
	Thermal Insulation	10	10	102	n/a	123	n/a	Every year
Naturopathic Medicine, Bureau of	Naturopathic Doctor	143	105	0	n/a	105	6	Every 2 years

a) and b) As defined by the governing entity and classified by their data system.

c) The total number of school approvals/accreditations that meet the criteria established by the Bureaus that qualifies the school to train individuals who perform in the specific industry.



Summary of License Activity (continued)

BUREAUS	Licenses By Type	INITIAL LICENSES/CERTIFICATES/PERMITS RECEIVED, ISSUED, AND RENEWED THIS FISCAL YEAR			ACTIVE LICENSES BY LICENSE CATEGORY MAY INCLUDE LICENSES FROM PRIOR YEAR(S) BASED ON RENEWAL PERIODS			Frequency of License/ Certificate/Permit Renewal
		Applications Received	Licenses/ Certificates/ Permits Issued	Licenses/ Certificates/ Permits Renewed	Certificates or Permits ^a	Licenses or Registrations ^b	Approvals ^c	
Private Postsecondary and Vocational Education, Bureau for	Agent Permits	1,502	1,364	0	1,930	n/a	n/a	n/a
	Certificates of Authorization for Service (COAFS)	6,058	5,244	0	19,565	n/a	n/a	n/a
	Degree	70	32	89	n/a	n/a	316	Every 5 years
	Non-Degree	274	159	220	n/a	n/a	1,211	Every 4 years
	Registered	159	107	0	n/a	509	n/a	n/a
	Title 38	95	67	0	n/a	n/a	948	n/a
Security and Investigative Services, Bureau of	Alarm Company Branch	84	29	12	n/a	204	n/a	Every 2 years
	Alarm Company Employee	5,581	4,259	1,029	n/a	13,756	n/a	Every 2 years
	Alarm Company Operator	203	155	281	n/a	1,971	n/a	Every 2 years
	Alarm Company Qualified Manager	189	139	312	n/a	1,996	n/a	Every 2 years
	Baton	0	4,187	0	72,393	n/a	n/a	Non-renewal
	Firearm Permit	8,243	6,996	3,676	32,612	n/a	n/a	Every 2 years
	Locksmith Company	227	196	366	n/a	2,324	n/a	Every 2 years
	Locksmith Company Branch	9	9	23	n/a	112	n/a	Every 2 years
	Locksmith Employee	423	300	707	n/a	2,779	n/a	Every 2 years
	Private Patrol Branch	59	61	47	n/a	435	n/a	Every 2 years
	Private Patrol Operator	251	221	293	n/a	2,215	n/a	Every 2 years
	Private Patrol Operator/ Private Investigator (Combo)	0	0	0	n/a	6	n/a	Every 2 years
	Private Patrol Operator/ Private Investigator Branch (Combo)	0	0	0	n/a	14	n/a	Every 2 years
	Private Investigator	714	546	1,543	n/a	10,079	n/a	Every 2 years
	Private Investigator Branch	27	23	22	n/a	216	n/a	Every 2 years

a) and b) As defined by the governing entity and classified by their data system.

c) The total number of school approvals/accreditations that meet the criteria established by the Bureaus that qualifies the school to train individuals who perform in the specific industry.



Summary of License Activity (continued)

BUREAUS	Licenses By Type	INITIAL LICENSES/CERTIFICATES/PERMITS RECEIVED, ISSUED, AND RENEWED THIS FISCAL YEAR			ACTIVE LICENSES BY LICENSE CATEGORY MAY INCLUDE LICENSES FROM PRIOR YEAR(S) BASED ON RENEWAL PERIODS			Frequency of License/ Certificate/Permit Renewal
		Applications Received	Licenses/ Certificates/ Permits Issued	Licenses/ Certificates/ Permits Renewed	Certificates or Permits ^a	Licenses or Registrations ^b	Approvals ^c	
Security and Investigative Services, Bureau of (continued)	Repossessor Agency	28	57	57	n/a	259	n/a	Every 2 years
	Repossessor Agency Employee	267	230	60	n/a	814	n/a	Every 2 years
	Repossessor Agency Qualified Manager	36	17	86	n/a	268	n/a	Every 2 years
	Security Guard	42,321	37,841	22,112	n/a	205,082	n/a	Every 2 years
	Training Facility Baton	19	18	16	93	n/a	n/a	Every 2 years
	Training Facility Firearm	33	30	29	177	n/a	n/a	Every 2 years
	Training Instructor Baton	21	19	9	127	n/a	n/a	Every 2 years
	Training Instructor Firearm	55	47	50	352	n/a	n/a	Every 2 years
Telephone Medical Advice Services Bureau	TMAS Registration	0	0	19	n/a	36	n/a	Every 2 years
TOTAL		85,588	87,345	107,000	127,539	352,560	4,466	

a) and b) As defined by the governing entity and classified by their data system.

c) The total number of school approvals/accreditations that meet the criteria established by the Bureaus that qualifies the school to train individuals who perform in the specific industry.



Summary of License Activity (continued)

BOARDS, COMMITTEES, AND COMMISSION	Licenses By Type	INITIAL LICENSES/CERTIFICATES/PERMITS RECEIVED, ISSUED, AND RENEWED THIS FISCAL YEAR			ACTIVE LICENSES BY LICENSE CATEGORY MAY INCLUDE LICENSES FROM PRIOR YEAR(S) BASED ON RENEWAL PERIODS			Frequency of License/Certificate/ Permit Renewal
		Applications Received	Licenses/ Certificates/ Permits Issued	Licenses/ Certificates/ Permits Renewed	Certificates or Permits ^a	Licenses or Registrations ^b	Approvals ^c	
Accountancy, California Board of	Accountancy Corporation	164	200	1,337	n/a	2,877	n/a	Every 2 years
	Accountancy Partnership	93	132	583	n/a	1,247	n/a	Every 2 years
	Certified Public Accountant	2,970	3,067	29,244	n/a	41,665	n/a	Every 2 years
	Fictitious Name Permit	112	112	345	n/a	1,188	n/a	Every 5 years as of 1/05
	Professional Conduct and Ethics Provider	2	1	5	n/a	n/a	24	Every 2 years
	Public Accountant	0	0	100	n/a	130	n/a	Every 2 years
Acupuncture Board	Acupuncture	519	518	3,670	n/a	7,678	31	Every 2 years
Architects Board, California	C ^d	408	408	10,195	n/a	21,385	n/a	Every 2 years
Athletic Commission, State	Professional Club	*	*	*	*	*	*	*
	Amateur Club	*	*	*	*	*	*	*
	Matchmaker	*	*	*	*	*	*	*
	Assistant Matchmaker	*	*	*	*	*	*	*
	Gym License	*	*	*	*	*	*	*
	Professional Referee	*	*	*	*	*	*	*
	Amateur Referee	*	*	*	*	*	*	*
	Professional Judge	*	*	*	*	*	*	*
	Amateur Judge	*	*	*	*	*	*	*
	Timekeeper	*	*	*	*	*	*	*
	Manager	*	*	*	*	*	*	*
	Second/Trainer	*	*	*	*	*	*	*
	Professional Boxer	*	*	*	*	*	*	*
	Amateur Boxer	*	*	*	*	*	*	*

a) and b) As defined by the governing entity and classified by their data system.

c) The total number of school approvals/accreditations that meet the criteria established by the Boards, Committees, and Commission that qualifies the school to train individuals who perform in the specific industry.

d) All California Architects Board licenses are preceded with the letter "C" and then an individual number.

* Data not provided to the Department.



Summary of License Activity (continued)

BOARDS, COMMITTEES, AND COMMISSION	Licenses By Type	INITIAL LICENSES/CERTIFICATES/PERMITS RECEIVED, ISSUED, AND RENEWED THIS FISCAL YEAR			ACTIVE LICENSES BY LICENSE CATEGORY MAY INCLUDE LICENSES FROM PRIOR YEAR(S) BASED ON RENEWAL PERIODS			Frequency of License/Certificate/ Permit Renewal
		Applications Received	Licenses/ Certificates/ Permits Issued	Licenses/ Certificates/ Permits Renewed	Certificates or Permits ^a	Licenses or Registrations ^b	Approvals ^c	
Athletic Commission, State (continued)	Sparring	*	*	*	*	*	*	*
	Professional Kickboxer	*	*	*	*	*	*	*
	Amateur Kickboxer	*	*	*	*	*	*	*
	Professional Martial Arts Fighter	*	*	*	*	*	*	*
	Amateur Martial Arts Fighter	*	*	*	*	*	*	*
	Ringside Physician	*	*	*	*	*	*	*
Barbering and Cosmetology, Board of	Barber	1096	736	7,979	n/a	17,168	n/a	Every 2 years
	Barber Apprentice	299	303	n/a	n/a	77	n/a	Non-renewable
	Barber Instructor	4	6	8	n/a	213,287	n/a	Every 2 years
	Cosmetologist	21,305	12,569	100,345	n/a	1,633	n/a	Every 2 years
	Cosmetology Apprentice	698	698	n/a	n/a	2,207	n/a	Non-renewable
	Cosmetology Instructor	46	62	214	n/a	27,861	n/a	Every 2 years
	Electrologist	46	33	1,042	n/a	89,651	n/a	Every 2 years
	Electrology Apprentice	0	0	n/a	n/a	1	n/a	Non-renewable
	Establishment	6,026	4,732	12,365	n/a	578	n/a	Every 2 years
	Esthetician	10,058	5,187	10,985	n/a	1,304	n/a	Every 2 years
	Manicurist	11,572	8,402	38,868	n/a	1	n/a	Every 2 years
	Mobile Unit	2	2	3	n/a	35,155	n/a	Every 2 years
Behavioral Sciences, Board of	Associate Social Worker	1,549	1,406	4,562	n/a	6,138	n/a	Every year
	Licensed Clinical Social Worker	998	650	7,577	n/a	16,179	n/a	Every 2 years
	Licensed Educational Psychologist	98	68	782	n/a	1,711	n/a	Every 2 years
	Marriage and Family Intern	2,614	2,507	7,337	n/a	9,320	n/a	Every year
	Marriage and Family Therapy	1,328	1,316	13,172	n/a	27,508	n/a	Every 2 years

a) and b) As defined by the governing entity and classified by their data system.

c) The total number of school approvals/accreditations that meet the criteria established by the Boards, Committees, and Commission that qualifies the school to train individuals who perform in the specific industry.

* Data not provided to the Department.



Summary of License Activity (continued)

BOARDS, COMMITTEES, AND COMMISSION	Licenses By Type	INITIAL LICENSES/CERTIFICATES/PERMITS RECEIVED, ISSUED, AND RENEWED THIS FISCAL YEAR			ACTIVE LICENSES BY LICENSE CATEGORY MAY INCLUDE LICENSES FROM PRIOR YEAR(S) BASED ON RENEWAL PERIODS			Frequency of License/Certificate/ Permit Renewal
		Applications Received	Licenses/ Certificates/ Permits Issued	Licenses/ Certificates/ Permits Renewed	Certificates or Permits ^a	Licenses or Registrations ^b	Approvals ^c	
Contractors State License Board	Contractor	29,301	19,078	118,539	3,403	235,762	n/a	Every 2 years
	Home Improvement Salesperson Registration	5,968	4,300	1,391	n/a	9,881	n/a	Every 2 years
Court Reporters Board of California	Certified Shorthand Reporter	578	90	7,689	n/a	7,779	n/a	Every year
	Court Reporting Schools	n/a	n/a	n/a	n/a	n/a	17	Maintained through periodic review
Dental Auxiliaries, Committee on	Registered Dental Assistant in Extended Functions/ Registered Dental Hygienist in Extended Functions	102	86	1,123	n/a	1,061	n/a	Every 2 years
	Registered Dental Assistant	3,544	2,627	41,767	n/a	31,938	n/a	Every 2 years
	Registered Dental Hygienist	731	584	19,252	n/a	15,823	n/a	Every 2 years
	Registered Dental Hygienist in Alternative Practice	79	79	146	n/a	118	n/a	Every 2 years
Dental Board of California	Additional Office Permit	301	301	672	1,653	n/a	n/a	Every 2 years
	Conscious Sedation Permit	50	50	139	296	296	n/a	Every 2 years
	Doctor of Dental Science	1,312	1,312	15,968	n/a	34,328	n/a	Every 2 years
	Fictitious Name Permit	550	550	1,429	3,388	n/a	n/a	Every 2 years
	General Anesthesia Permit	58	58	333	755	n/a	n/a	Every 2 years
	Licensed by Credential Application	296	n/a	n/a	n/a	n/a	n/a	n/a
	Oral Conscious Sedation	87	87	322	737	n/a	n/a	Every 2 years
	Oral Maxillofacial Surgery	10	10	15	50	n/a	n/a	Every 2 years
	Special Permit (for Faculty)	3	3	27	38	n/a	n/a	Every year

a) and b) As defined by the governing entity and classified by their data system.

c) The total number of school approvals/accreditations that meet the criteria established by the Boards, Committees, and Commission that qualifies the school to train individuals who perform in the specific industry.



Summary of License Activity (continued)

BOARDS, COMMITTEES, AND COMMISSION	Licenses By Type	INITIAL LICENSES/CERTIFICATES/PERMITS RECEIVED, ISSUED, AND RENEWED THIS FISCAL YEAR			ACTIVE LICENSES BY LICENSE CATEGORY MAY INCLUDE LICENSES FROM PRIOR YEAR(S) BASED ON RENEWAL PERIODS			Frequency of License/Certificate/ Permit Renewal
		Applications Received	Licenses/ Certificates/ Permits Issued	Licenses/ Certificates/ Permits Renewed	Certificates or Permits ^a	Licenses or Registrations ^b	Approvals ^c	
Engineers and Land Surveyors, Board for Professional	Agricultural	0	0	91	n/a	288	n/a	Every 2 years
	Civil	3,858	1,542	13,796	n/a	47,501	n/a	Every 2 years
	Chemical	124	42	385	n/a	2,069	n/a	Every 2 years
	Control System	44	11	194	n/a	1,891	n/a	Every 2 years
	Consulting	No longer administered	0	0	n/a	10	n/a	Every 2 years
	Corrosion	No longer administered	0	72	n/a	381	n/a	Every 2 years
	Electrical	641	252	1,893	n/a	8,605	n/a	Every 2 years
	Engineer-in-Training	4,183	2,934	0	17,806	n/a	n/a	n/a
	Fire Protection	54	20	154	n/a	803	n/a	Every 2 years
	Geotechnical	106	43	750	1,284	n/a	n/a	Every 2 years
	Industrial	12	2	55	n/a	638	n/a	Every 2 years
	Land Surveyor	355	75	1,514	n/a	3,907	n/a	Every 2 years
	Land Surveyor-in-Training	380	181	0	1,156	n/a	n/a	n/a
	Manufacturing	No longer administered	0	70	n/a	964	n/a	Every 2 years
	Mechanical	837	299	3,337	n/a	14,520	n/a	Every 2 years
	Metallurgical	13	4	39	n/a	332	n/a	Every 2 years
	Nuclear	14	3	127	n/a	780	n/a	Every 2 years
	Petroleum	4	2	97	n/a	423	n/a	Every 2 years
	Photo Surveyor	No longer administered	0	0	n/a	5	n/a	Every 2 years
	Quality	No longer administered	0	109	n/a	1,194	n/a	Every 2 years
	Safety	No longer administered	0	77	n/a	804	n/a	Every 2 years

a) and b) As defined by the governing entity and classified by their data system.

c) The total number of school approvals/accreditations that meet the criteria established by the Boards, Committees, and Commission that qualifies the school to train individuals who perform in the specific industry.



Summary of License Activity (continued)

BOARDS, COMMITTEES, AND COMMISSION	Licenses By Type	INITIAL LICENSES/CERTIFICATES/PERMITS RECEIVED, ISSUED, AND RENEWED THIS FISCAL YEAR			ACTIVE LICENSES BY LICENSE CATEGORY MAY INCLUDE LICENSES FROM PRIOR YEAR(S) BASED ON RENEWAL PERIODS			Frequency of License/Certificate/ Permit Renewal
		Applications Received	Licenses/ Certificates/ Permits Issued	Licenses/ Certificates/ Permits Renewed	Certificates or Permits ^a	Licenses or Registrations ^b	Approvals ^c	
Engineers and Land Surveyors, Board for Professional (continued)	Structural	355	100	973	3,318	n/a	n/a	Every 2 years
	Traffic	148	43	387	n/a	1,437	n/a	Every 2 years
Geologists and Geophysicists, State Board of Registration for	Certified Engineering Geologist	70	48	745	n/a	1,589	n/a	Every 2 years
	Certified Hydrogeologist	60	35	433	n/a	823	n/a	Every 2 years
	Professional Geologist	479	308	2,258	n/a	4,821	n/a	Every 2 years
	Registered Geophysicist	6	1	112	n/a	231	n/a	Every 2 years
Guide Dogs for the Blind, State Board of	Guide Dog Instructor	2	2	101	n/a	101	n/a	Every year
	School License	0	0	3	n/a	3	n/a	Every year
	Fund Raising	0	0	0	n/a	0	n/a	Every year
Landscape Architects Technical Committee	Landscape Architect	127	127	1,796	0	3,289	n/a	Every 2 years
Medical Board of California	Physician and Surgeon	5,718	4,728	57,392	n/a	120,027	n/a	Every 2 years
	Licensed Midwife	5	11	75	n/a	155	n/a	Every 2 years
	Dispensing Optician	119	114	475	n/a	1,137	n/a	Every 2 years
	Contact Lens Dispenser	103	109	208	n/a	556	n/a	Every 2 years
	Spectacle Lens Dispenser	203	228	817	n/a	1,970	n/a	Every 2 years
	Out-of-State Optician	2	2	2	n/a	9	n/a	Every 2 years
	Approved Outpatient Accrediting Agencies	0	0	0	n/a	n/a	4	Every 3 years
	Special Faculty Permit	0	0	3	6	n/a	n/a	Every 2 years
	Research Psychoanalyst	4	4	2	n/a	77	n/a	Every 2 years
	Fictitious Name Permit	1,202	1,205	3,708	10,022	n/a	n/a	Every 2 years

a) and b) As defined by the governing entity and classified by their data system.

c) The total number of school approvals/accreditations that meet the criteria established by the Boards, Committees, and Commission that qualifies the school to train individuals who perform in the specific industry.



Summary of License Activity (continued)

BOARDS, COMMITTEES, AND COMMISSION	Licenses By Type	INITIAL LICENSES/CERTIFICATES/PERMITS RECEIVED, ISSUED, AND RENEWED THIS FISCAL YEAR			ACTIVE LICENSES BY LICENSE CATEGORY MAY INCLUDE LICENSES FROM PRIOR YEAR(S) BASED ON RENEWAL PERIODS			Frequency of License/Certificate/ Permit Renewal
		Applications Received	Licenses/ Certificates/ Permits Issued	Licenses/ Certificates/ Permits Renewed	Certificates or Permits ^a	Licenses or Registrations ^b	Approvals ^c	
Occupational Therapy, California Board of	Occupational Therapist (OT)	NDA	810	7,328	n/a	7,785	n/a	Every year
	Occupational Therapy Assistant (OTA)	NDA	124	1,277	1,347	n/a	n/a	Every year
	Limited Permit (OT)	NDA	112	n/a	20	n/a	n/a	n/a
	Limited Permit (OTA)	NDA	30	n/a	13	n/a	n/a	n/a
Optometry, State Board of	Branch Office	81	37	306	n/a	328	n/a	Every year
	Fictitious Name Permit	169	83	810	869	n/a	n/a	Every year
	Optometric Corporation	101	41	517	n/a	549	n/a	Every year
	Optometrist	245	214	3,156	n/a	6,449	20	Every 2 years
	Statement of Licensure	343	258	394	788	n/a	n/a	Every 2 years
Osteopathic Medical Board of California	Osteopathic Physician and Surgeon	380	374	2293	n/a	3,428	n/a	Every 2 years
	Fictitious Name Permit	69	69	275	318	n/a	n/a	Every year
Pharmacy, California State Board of	Clinic	145	125	846	n/a	957	n/a	Every year
	Exemptee	479	440	1,736	n/a	2,113	n/a	Every year
	Exemptee - Veterinary Food Animal Drug Retailer	10	9	46	n/a	56	n/a	Every year
	Hospital and Exempt Hospitals	35	37	499	n/a	531	n/a	Every year
	Hypodermic Needle and Syringe	26	38	258	n/a	282	n/a	Every year
	Licensed Sterile Compounding	51	39	140	n/a	195	n/a	Every year
	Nonresident Licensed Sterile Compounding	17	17	15	n/a	32	n/a	Every year
	Out-of-State Distributor	114	80	304	n/a	372	n/a	Every year
	Pharmacist	1,477	1,512	14,082	n/a	30,127	n/a	Every 2 years
	Pharmacist Intern	1,621	1,417	0	n/a	4,113	n/a	Non-renewable

a) and b) As defined by the governing entity and classified by their data system.

c) The total number of school approvals/accreditations that meet the criteria established by the Boards, Committees, and Commission that qualifies the school to train individuals who perform in the specific industry.



Summary of License Activity (continued)

BOARDS, COMMITTEES, AND COMMISSION	Licenses By Type	INITIAL LICENSES/CERTIFICATES/PERMITS RECEIVED, ISSUED, AND RENEWED THIS FISCAL YEAR			ACTIVE LICENSES BY LICENSE CATEGORY MAY INCLUDE LICENSES FROM PRIOR YEAR(S) BASED ON RENEWAL PERIODS			Frequency of License/Certificate/ Permit Renewal
		Applications Received	Licenses/ Certificates/ Permits Issued	Licenses/ Certificates/ Permits Renewed	Certificates or Permits ^a	Licenses or Registrations ^b	Approvals ^c	
Pharmacy, California State Board of (continued)	Pharmacy	343	318	5,565	n/a	5,778	n/a	Every year
	Pharmacy Technician	6,513	6,332	19,085	n/a	44,713	n/a	Every 2 years
	Veterinary Food Animal Drug Retailer	2	4	20	n/a	19	n/a	Every year
	Wholesaler	90	51	417	n/a	467	n/a	Every year
Physical Therapy Board of California	Physical Therapist	1,334	949	9,107	n/a	19,391	n/a	Every 2 years
	Physical Therapist Assistant	260	228	2,198	n/a	4,797	n/a	Every 2 years
	Kinesiological Electromyographer	34	4	12	n/a	34	n/a	Every 2 years
	Electromyographer	26	1	22	n/a	26	n/a	Every 2 years
Physician Assistant Committee	Physician Assistant	518	498	2,570	n/a	5,649	n/a	Every 2 years
	Physician Assistant Training Program	6	6	n/a	n/a	n/a	145	Non-renewable
Podiatric Medicine, California Board of	E-Permanent	28	54	886	n/a	1,790	7	Every 2 years
	EFE-Fee Exempt	28	28	81	n/a	222	n/a	Every 2 years
	EL-Resident's	41	56	77	n/a	133	7	Every 4 years
	FNPF-Fictitious Name Permit	34	33	159	382	n/a	n/a	Every 2 years
Psychology, Board of	Psychologist	792	588	6,099	n/a	15,007	n/a	Every 2 years
	Registered Psychologist	281	253	n/a	n/a	434	n/a	Non-renewable
	Psychological Assistant	793	741	1,066	n/a	1,376	n/a	Every year

a) and b) As defined by the governing entity and classified by their data system.

c) The total number of school approvals/accreditations that meet the criteria established by the Boards, Committees, and Commission that qualifies the school to train individuals who perform in the specific industry.



Summary of License Activity (continued)

BOARDS, COMMITTEES, AND COMMISSION	Licenses By Type	INITIAL LICENSES/CERTIFICATES/PERMITS RECEIVED, ISSUED, AND RENEWED THIS FISCAL YEAR			ACTIVE LICENSES BY LICENSE CATEGORY MAY INCLUDE LICENSES FROM PRIOR YEAR(S) BASED ON RENEWAL PERIODS			Frequency of License/Certificate/ Permit Renewal
		Applications Received	Licenses/ Certificates/ Permits Issued	Licenses/ Certificates/ Permits Renewed	Certificates or Permits ^a	Licenses or Registrations ^b	Approvals ^c	
Registered Nursing, Board of	Registered Nurse	38,794	20,456	145,797	n/a	299,910	n/a	Every 2 years
	Clinical Nurse Specialist Certificate	228	177	875	2,087	n/a	n/a	Every 2 years
	Nurse Anesthetists Certificate	144	134	841	1,785	n/a	n/a	Every 2 years
	Nurse Midwife Certificate	48	37	587	1,133	n/a	n/a	Every 2 years
	Nurse Midwife Furnishing Certificate	43	37	339	667	n/a	n/a	Every 2 years
	Nurse Practitioner Certificate	753	777	n/a	12,827	n/a	n/a	Non-renewable
	Nurse Practitioner Furnishing Certificate	623	572	4,086	8,775	n/a	n/a	Every 2 years
	Psychiatric/Mental Health Certificate	7	4	n/a	391	n/a	n/a	Non-renewable
	Public Health Nurse Certificate	1,321	1,178	n/a	43,193	n/a	n/a	Non-renewable
	School Approvals	n/a	n/a	23	n/a	n/a	103	Every 5 years
	Temporary License	9,560	9,080	n/a	n/a	n/a	n/a	n/a
	Interim Permit	8,328	7,006	n/a	n/a	n/a	n/a	n/a
	Continuing Education Providers	311	255	1,519	3,402	n/a	n/a	Every 2 years
Respiratory Care Board of California	Respiratory Care Practitioner	853	734	6,790	n/a	15,503	n/a	Every 2 years

a) and b) As defined by the governing entity and classified by their data system.

c) The total number of school approvals/accreditations that meet the criteria established by the Boards, Committees, and Commission that qualifies the school to train individuals who perform in the specific industry.



Summary of License Activity (continued)

BOARDS, COMMITTEES, AND COMMISSION	Licenses By Type	INITIAL LICENSES/CERTIFICATES/PERMITS RECEIVED, ISSUED, AND RENEWED THIS FISCAL YEAR			ACTIVE LICENSES BY LICENSE CATEGORY MAY INCLUDE LICENSES FROM PRIOR YEAR(S) BASED ON RENEWAL PERIODS			Frequency of License/Certificate/ Permit Renewal
		Applications Received	Licenses/ Certificates/ Permits Issued	Licenses/ Certificates/ Permits Renewed	Certificates or Permits ^a	Licenses or Registrations ^b	Approvals ^c	
Speech-Language Pathology and Audiology Board ^d	Required Professional Experience Temporary License ^b	539	537	n/a	n/a	588	n/a	Reissued Upon Board Approval
	Speech-Language Pathology Assistant	67	73	149	n/a	342	n/a	Every 2 years
	Aide	57	78	n/a	n/a	n/a	176	Retains Unless Terminated by Supervisor
	Speech-Language Pathologist	146	575	4,378	n/a	12,838	n/a	Every 2 years
	Audiologist	13	76	623	n/a	1,945	n/a	Every 2 years
	Continuing Professional Development	15	24	51	n/a	n/a	133	Every 2 years
	Speech-Language Pathology Assistant Programs	0	0	n/a	n/a	n/a	9	Maintained Unless Revoked by Board
Structural Pest Control Board	Applicator	n/a	1,846	697	n/a	14,719	n/a	Every 3 years
	Field Representative	n/a	1,325	1,996	n/a	10,689	n/a	Every 3 years
	Operator	n/a	198	895	n/a	3,529	n/a	Every 3 years
	Company Registration	n/a	228	n/a	n/a	2,469	n/a	n/a
	Branch Office Registration	n/a	49	n/a	n/a	546	n/a	n/a
Veterinary Medical Board and Veterinary Technician Committee, Registered	Veterinarian	601	406	n/a	n/a	9,206	n/a	Every 2 years
	Veterinary Reciprocity	n/a	54	n/a	n/a	58	n/a	Non-renewable
	Verterinary Intern	n/a	46	n/a	n/a	62	n/a	Non-renewable
	Registered Veterinary Technician	391	203	n/a	n/a	3,951	n/a	Every 2 years
	Veterinary Hospital	92	92	n/a	2,584	n/a	n/a	Every year
	Exempt Veterinary Hospital	9	9	33	45	n/a	n/a	Every year

a) and b) As defined by the governing entity and classified by their data system.

c) The total number of school approvals/accreditations that meet the criteria established by the Boards, Committees, and Commission that qualifies the school to train individuals who perform in the specific industry.

d) The Speech-Language Pathology and Audiology Board issues a provisional license that allows applicant to complete the required professional experience.



Summary of License Activity (continued)

BOARDS, COMMITTEES, AND COMMISSION	Licenses By Type	INITIAL LICENSES/CERTIFICATES/PERMITS RECEIVED, ISSUED, AND RENEWED THIS FISCAL YEAR			ACTIVE LICENSES BY LICENSE CATEGORY MAY INCLUDE LICENSES FROM PRIOR YEAR(S) BASED ON RENEWAL PERIODS			Frequency of License/Certificate/ Permit Renewal
		Applications Received	Licenses/ Certificates/ Permits Issued	Licenses/ Certificates/ Permits Renewed	Certificates or Permits ^a	Licenses or Registrations ^b	Approvals ^c	
Vocational Nursing and Psychiatric Technicians, Board of	Vocational Nurse	8,040	5,806	31,101	n/a	70,911	n/a	Every 2 years
	Accredited Vocational Nursing Schools	n/a	n/a	n/a	n/a	n/a	18	Maintained Unless Revoked by Board
	Non-Renewal Vocational Nurse Interim Permits	n/a	32	n/a	32	n/a	n/a	Non-renewable
	Non-renewal Post-Licensure Certifications	n/a	4,567	n/a	n/a	n/a	n/a	Non-renewable
	Psychiatric Technician	623	529	4,512	n/a	9,372	n/a	Every 2 years
	Accredited Psychiatric Technician School	1	1	n/a	n/a	n/a	1	Maintained Unless Revoked by Board
	Non-Renewable Post-Licensure Blood Withdrawal Certifications	n/a	3	n/a	n/a	n/a	n/a	Non-renewable
TOTAL		212,298	158,019	836,661	124,570	1,698,066	695	

a) and b) As defined by the governing entity and classified by their data system.

c) The total number of school approvals/accreditations that meet the criteria established by the Boards, Committees, and Commission that qualifies the school to train individuals who perform in the specific industry.

Background Checking Requirements

BUREAUS	FINGERPRINTING REQUIRED	VERIFICATION OF EDUCATION			VERIFICATION OF EXPERIENCE		
		Candidate's Statement	Official Transcripts	Audit	Candidate's Statement	Official Transcripts	Audit
Automotive Repair, Bureau of	No	No	Yes	No	Yes	No	No
Cemetery and Funeral Bureau	Yes	No	Yes	No	Yes	No	No
Electronic and Appliance Repair, Bureau of	Yes	n/a	n/a	n/a	n/a	n/a	n/a
Hearing Aid Dispensers Bureau	Yes	Yes	No	No	Yes	No	No
Home Furnishings and Thermal Insulation, Bureau of	No	n/a	n/a	n/a	n/a	n/a	n/a
Naturopathic Medicine, Bureau of	Yes	Yes	Yes	Yes	n/a	n/a	n/a
Private Postsecondary and Vocational Education, Bureau for	Yes	Yes	No	No	Yes	No	No
Security and Investigative Services, Bureau of	Yes	No	Yes	No	Yes	Yes	No
Telephone Medical Advice Services, Bureau	Yes	n/a	n/a	n/a	n/a	n/a	n/a



Background Checking Requirements (continued)

BOARDS, COMMITTEES, AND COMMISSION	FINGERPRINTING REQUIRED	VERIFICATION OF EDUCATION			VERIFICATION OF EXPERIENCE		
		Candidate's Statement	Official Transcripts	Audit	Candidate's Statement	Official Transcripts	Audit
Accountancy, California Board of	Yes	No	Yes	No	No	No	No
Acupuncture Board	Yes	No	Yes	No	n/a	n/a	n/a
Architects Board, California	No	n/a	Yes	n/a	Yes	No	n/a
Athletic Commission, State	*	*	*	*	*	*	*
Barbering and Cosmetology, Board of	No	No	No	No	No	No	No
Behavioral Sciences, Board of	Yes	No	Yes	No	Yes	No	No
Contractors State License Board	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Court Reporters Board of California	Yes	No	Yes	Yes	Yes	No	Yes
Dental Auxiliaries, Committee on	Yes	No	Yes	No	No	Yes	No
Dental Board of California	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Engineers and Land Surveyors, Board for Professional Professional Applications	No	No	Yes	No	No	Yes	No
In-Training Applications	No	Yes	No	No	Yes	No	No
Geologists and Geophysicists, State Board of Registration for	No	No	Yes	No	Yes	No	No
Guide Dogs for the Blind, State Board of	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Landscape Architects Technical Committee	No	Yes	Yes	Yes	Yes	No	Yes
Medical Board of California							
Physicians and Surgeons	Yes	Yes	Yes	No	n/a	n/a	n/a
Specialty Faculty Permit	Yes	Yes	No	No	Yes	No	No
Midwives	Yes	Yes	Yes	No	n/a	n/a	n/a
Research Psychoanalysts	No	Yes	Yes	No	n/a	n/a	n/a
Occupational Therapy, California Board of	Yes	Yes	Yes	No	Yes	Yes	No
Optometry, State Board of	Yes	n/a	Yes	n/a	n/a	n/a	n/a
Osteopathic Medical Board of California	Yes	Yes	Yes	No	Yes	Yes	No
Pharmacy, California State Board of	Yes	No	Yes	No	Yes	Yes	No

* Data not provided to the Department.

Background Checking Requirements (continued)

BOARDS, COMMITTEES, AND COMMISSION	FINGERPRINTING REQUIRED	VERIFICATION OF EDUCATION			VERIFICATION OF EXPERIENCE		
		Candidate's Statement	Official Transcripts	Audit	Candidate's Statement	Official Transcripts	Audit
Physical Therapy Board of California	Yes	No	Yes	No	No	Yes	No
Physician Assistant Committee	Yes	n/a	n/a	n/a	n/a	n/a	n/a
Podiatric Medicine, California Board of	Yes	No	Yes	No	No	Yes	No
Psychology, Board of	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Registered Nursing, Board of	Yes	No	Yes	No	No	No	No
Respiratory Care Board of California	Yes	Yes	Yes	No	n/a	n/a	n/a
Speech-Language Pathology and Audiology Board	Yes	No	Yes	No	No	No	No
Structural Pest Control Board	Yes	n/a	n/a	n/a	n/a	n/a	n/a
Veterinary Medical Board	Yes	Yes	Yes	No	Yes	No	No
Veterinary Technician Committee	Yes	Yes	Yes	No	Yes	No	No
Vocational Nursing and Psychiatric Technicians, Board of Vocational Nurses	Yes	No	Yes	No	No	n/a	Yes
Psychiatric Technicians	Yes	No	Yes	No	No	n/a	Yes



Continuing Education Requirements

BUREAUS	License Type(s)	Number of Required Hours of CE Each Renewal Cycle	METHODS OF CE VERIFICATION			Number of CE Providers for this License Type	Number of Audits of CE Providers
			Self-Certification	Instructor Report	Audit		
Automotive Repair, Bureau of	Advanced Emission Technician (EA Smog Technician)	8-16 hours	No	Yes	No	102	72
	Basic Area Technician (EB Smog Technician)	8-16 hours	No	Yes	No	102	72
Hearing Aid Dispensers Bureau	Hearing Aid Dispensers Permanent License	9	No	No	Yes	45	n/a
Private Postsecondary and Vocational Education, Bureau for	COAFS - Associate Directors	30	Yes	No	No	n/a	n/a
	COAFS - Directors	30	Yes	No	No	n/a	n/a
	COAFS - Financial Aid Directors	30	Yes	No	No	n/a	n/a
	COAFS - Instructors	30	Yes	No	No	n/a	n/a
	COAFS - Officers	30	Yes	No	No	n/a	n/a
Security and Investigative Services, Bureau of	Security Guard	8 hours annually/ 16 hours in a renewal cycle	Yes	No	No	n/a	n/a



Continuing Education Requirements (continued)

BOARDS, COMMITTEES, AND COMMISSION	License Type(s)	Number of Required Hours of CE Each Renewal Cycle	METHODS OF CE VERIFICATION			Number of CE Providers for this License Type	Number of Audits of CE Providers
			Self- Certification	Instructor Report	Audit		
Accountancy, California Board of	Certified Public Accountant	80	Yes	No	Yes	NDA	0
	Professional Conduct and Ethics Provider	0	Yes	No	Yes	24	0
	Public Accountant	80	Yes	No	Yes	NDA	0
Acupuncture Board	Acupuncture License	30	Yes	Yes	Yes	309	120
Barbering and Cosmetology, Board of	Barber Instructor (license discontinued as of 1/1/05)	30	Yes	No	No	24	0
	Cosmetology Instructor (license discontinued as of 1/1/05)	30	Yes	No	No	24	0
Behavioral Sciences, Board of	Licensed Clinical Social Worker	36	Yes	No	Yes	2,266	216
	Marriage and Family Therapy	36	Yes	No	Yes	2,266	372
Dental Auxiliaries, Committee on	Registered Dental Assistant in Extended Functions/Registered Dental Hygienist in Extended Functions	25	Yes	No	No	NDA	NDA
	Registered Dental Assistant	25	Yes	No	No	NDA	NDA
	Registered Dental Hygienist	25	Yes	No	No	NDA	NDA
	Registered Dental Hygienist in Alternative Practice	35	Yes	No	No	NDA	NDA
Dental Board of California	Conscious Sedation	15	Yes	No	No	1,038	0
	Dental License	50	Yes	No	No	1,038	0
	General Anesthesia Permit	15	Yes	No	No	1,038	0
	Oral Conscious Sedation Permit	7	Yes	No	No	1,038	0
	Oral Maxillofacial Surgery Permit	50	Yes	No	No	1,038	0
	Special Permit (for Faculty)	25	Yes	No	No	1,038	0
Guide Dogs for the Blind, State Board of	Guide Dog Instructor	8 hours of formal training or 16 hours of consumer meetings relating to blindness	Yes	No	No	0	0



Continuing Education Requirements (continued)

BOARDS, COMMITTEES, AND COMMISSION	License Type(s)	Number of Required Hours of CE Each Renewal Cycle	METHODS OF CE VERIFICATION			Number of CE Providers for this License Type	Number of Audits of CE Providers
			Self- Certification	Instructor Report	Audit		
Medical Board of California	Physician and Surgeon	50	Yes	No	Yes	0	0
	Licensed Midwife	36	Yes	No	Yes	0	0
Optometry, State Board of	Optometrist	50	Yes	No	Yes	277	254
Osteopathic Medical Board of California	Osteopathic Physician and Surgeon	150 hours each 3-year reporting period	No	Yes	No	NDA	NDA
Pharmacy, California State Board of	Pharmacist	30	Yes	No	Yes	0	0
Podiatric Medicine, California Board of	E-Permanent	50	Yes	No	Yes	0	0
	EFE-Fee Exempt	n/a	No	No	No	0	0
	EL-Resident's	n/a	No	No	No	0	0
Psychology, Board of	Psychologist	36	Yes	Yes	Yes	305	31
Registered Nursing, Board of	Registered Nurse	30	Yes	No	Yes	3,402	0
Respiratory Care Board of California	Respiratory Care Practitioner	15	Yes	No	Yes	0	0
Speech-Language Pathology and Audiology Board	Speech-Language Pathologist	24	Yes	No	Yes	133	NDA
	Audiologist	24	Yes	No	Yes	133	NDA
	Speech-Language Pathology Assistant	12	Yes	No	Yes	NDA	NDA
Structural Pest Control Board	Field Representative, Operator: 1 Branch	16	Yes	Yes	Yes	80 ^a	6 ^a
	Field Representative, Operator: 2 Branches	20	Yes	Yes	Yes	-	-
	Field Representative, Operator: 3 Branches	24	Yes	Yes	Yes	-	-
	Applicator	0	No	No	No	0	0
Veterinary Medical Board	Veterinarian	36	Yes	Yes	No	NDA	0
Vocational Nursing and Psychiatric Technicians, Board of	Vocational Nurse	30	Yes	No	Yes	22	0
	Psychiatric Technician	30	Yes	No	Yes	1	0

a) Total for all Branches.



Examinations

EXAMINATION DATA									
BUREAUS REQUIRING EXAMINATIONS	License Type(s)	Exam Title	Exam Source		Exam Type	Data Combined for All Exams Per Year ^a			
			National or CA			Passed	Failed	Total	% Passed
Automotive Repair, Bureau of	Advanced Emission Technician	Advanced		X	Written	1,943	2,586	4,529	43%
	Basic Area Technician	Basic		X	Written	48	38	86	56%
	Brake Adjuster Class "A"	Brake "A"		X	Written	113	69	182	62%
	Brake Adjuster Class "B"	Brake "B"		X	Written	3	9	12	25%
	Brake Adjuster Class "C"	Brake "C"		X	Written	340	109	449	76%
	Lamp Adjuster Class "A"	Lamp "A"		X	Written	409	159	568	72%
Cemetery and Funeral Bureau	Cemetery Broker	Cemetery Broker		X	Written	21	12	33	64%
	Cemetery Manager	Cemetery Manager		X	Written	29	7	36	81%
	Crematory Manager	Crematory Manager		X	Written	29	4	33	88%
	Embalmer	Embalmer		X	Written	61	39	100	61%
	Funeral Director	Funeral Director		X	Written	99	54	153	65%
Hearing Aid Dispensers Bureau	Hearing Aid Dispenser Permanent License	Written		X	Computer	103	65	168	61%
		Practical		X	Practical	83	51	134	62%
Naturopathic Medicine, Bureau of	Naturopathic Doctor	NPLEX	X		Written	105	0	105	100%
Security and Investigative Services, Bureau of	Alarm Company Operator	Alarm Company Operator		X	Written	90	120	210	43%
	Private Investigator	Private Investigator		X	Written	456	256	712	64%
	Private Patrol Operator	Private Patrol Operator		X	Written	183	248	431	42%
	Repossessor Agency Qualified Manager	Repossessor Agency Qualified		X	Written	17	19	36	53%

a) Some candidates may take a particular exam more than one time per year.



Examinations (continued)

EXAMINATION DATA									
BOARDS AND COMMITTEES REQUIRING EXAMINATIONS	License Type(s)	Exam Title	Exam Source		Exam Type	Data Combined for All Exams Per Year ^a			
			National or CA			Passed	Failed	Total	% Passed
Accountancy, California Board of ^b	Certified Public Accountant (CPA)	Uniform Certified Public Accountant Examination	X		Computer Based	11,292	15,739	27,031	42%
Acupuncture Board	Acupuncture	Acupuncture Licensing Examination		X	Written	523	576	1,099	48%
Architects Board, California	Architect	Building Planning	X		Written	511	385	896	57%
		Building Technology	X		Written	527	370	897	59%
		Construction Docs	X		Written	763	348	1,111	69%
		General Structures	X		Written	560	276	836	67%
		Lateral Forces	X		Written	511	193	704	73%
		Materials / Methods	X		Written	862	518	1,380	62%
		Mechanical / Electrical	X		Written	617	351	968	64%
		Pre-Design	X		Written	774	408	1,182	65%
		Site Planning	X		Written	578	308	886	65%
		CSE		X	Oral	423	468	891	47%
Barbering and Cosmetology, Board of	Barber	Barber		X	Written/ Practical	736	153	889	83%
	Barber Instructor ^c	Barber Instructor		X	Written	2	6	8	25%
	Cosmetology	Cosmetology		X	Written	12,569	5,909	18,478	68%
				X	Practical	10,367	3,835	14,202	73%
	Cosmetology Instructor ^d	Cosmetology Instructor		X	Written	66	47	113	58%
				X	Practical	44	45	89	49%
	Electrology	Electrology		X	Written	33	17	50	66%
				X	Practical	30	1	31	97%

a) Some candidates may take a particular exam more than one time per year.

b) The California Board of Accountancy administers four exam sections separately and these sections may be taken in any order. These figures reflect the total number of individual sections taken by candidates during FY 04/05, not the number of candidates who passed the entire examination. Candidates are considered to have passed the CPA Examination when they have passed all four sections within a prescribed period of time. The total number of individual candidates who passed the CPA Examination during FY 04/05 is 1,964. Please note that this number includes some candidates who passed at least one section prior to FY 04/05.

c) No longer effective as of 1/1/05.

d) No longer effective as of 1/1/05.



Examinations (continued)

EXAMINATION DATA									
BOARDS AND COMMITTEES REQUIRING EXAMINATIONS	License Type(s)	Exam Title	Exam Source		Exam Type	Data Combined for All Exams Per Year ^a			
			National or CA			Passed	Failed	Total	% Passed
Barbering and Cosmetology, Board of (continued)	Esthetician	Esthetician		X	Written	5,287	3,990	9,277	57%
				X	Practical	4,888	505	5,393	91%
	Manicurist	Manicurist		X	Written	8,402	2,377	10,779	78%
				X	Practical	7,159	1,425	8,584	83%
Behavioral Sciences, Board of	Licensed Clinical Social (LCS) Worker	LCS Standard Written and Clinical Vignette Written		X	Written	1,129	1,263	2,392	47%
	Licensed Educational Psychologist (LEP)	LEP Written Exam		X	Written	67	43	110	61%
	Marriage and Family Therapy (MFT)	MFT Standard and Clinical Vignette Written		X	Written	2,129	1,976	4,105	52%
Contractors State License Board	A	General Engineering Contractor		X	Written	683	610	1,293	53%
	B	General Building		X	Written	5,874	6,544	12,418	47%
	C-2	Insulation and Acoustical		X	Written	48	45	93	52%
	C-4	Boiler, Hot Water Heating, and Steam Fitting		X	Written	33	26	59	56%
	C-5	Framing and Rough Carpentry		X	Written	94	155	249	38%
	C-6	Cabinet, Millwork, and Finish Carpentry		X	Written	359	476	835	43%
	C-7	Low Voltage Systems		X	Written	459	224	683	67%
	C-8	Concrete		X	Written	411	412	823	50%
	C-9	Drywall		X	Written	235	225	460	51%
	C-10	Electrical (General)		X	Written	1,568	1,650	3,218	49%
	C-11	Elevator		X	Written	13	9	22	59%
	C-12	Earthwork and Paving		X	Written	153	88	241	63%
	C-13	Fencing		X	Written	111	82	193	58%
	C-15	Flooring and Floor Covering		X	Written	479	663	1,142	42%
	C-16	Fire Protection		X	Written	69	126	195	35%

a) Some candidates may take a particular exam more than one time per year.



Examinations (continued)

EXAMINATION DATA									
BOARDS AND COMMITTEES REQUIRING EXAMINATIONS	License Type(s)	Exam Title	Exam Source		Exam Type	Data Combined for All Exams Per Year ^a			
			National or CA			Passed	Failed	Total	% Passed
Contractors State License Board (continued)	C-17	Glazing		X	Written	210	92	302	70%
	C-20	Warm Air Heating, Ventilating, and Air Conditioning		X	Written	623	473	1,096	57%
	C-21	Building Moving and Demolition		X	Written	57	47	104	55%
	C-23	Ornamental Metal		X	Written	68	94	162	42%
	C-27	Landscaping		X	Written	693	972	1,665	42%
	C-28	Lock and Security Equipment		X	Written	24	18	42	57%
	C-29	Masonry		X	Written	152	249	401	38%
	C-31	Construction Zone Traffic Control		X	Written	9	11	20	45%
	C-31	Parking and Highway Improvement		X	Written	35	46	81	43%
	C-33	Painting and Decorating		X	Written	977	1,049	2,026	48%
	C-34	Pipeline		X	Written	18	19	37	49%
	C-35	Lathing and Plastering		X	Written	118	179	297	40%
	C-36	Plumbing		X	Written	769	637	1,406	55%
	C-38	Refrigeration		X	Written	82	59	141	58%
	C-39	Roofing		X	Written	312	247	559	56%
	C-42	Sanitation System		X	Written	36	58	94	38%
	C-43	Sheet Metal		X	Written	58	104	162	36%
	C-45	Electrical Sign		X	Written	40	100	140	29%
	C-46	Solar		X	Written	25	41	66	38%
	C-47	General Manufactured Housing		X	Written	27	57	84	32%
	C-50	Reinforcing Steel		X	Written	18	31	49	37%
	C-51	Structural Steel		X	Written	79	46	125	63%
	C-53	Swimming Pool		X	Written	223	128	351	64%
	C-54	Tile (Ceramic and Mosaic)		X	Written	555	642	1,197	46%

a) Some candidates may take a particular exam more than one time per year.



Examinations (continued)

EXAMINATION DATA									
BOARDS AND COMMITTEES REQUIRING EXAMINATIONS	License Type(s)	Exam Title	Exam Source		Exam Type	Data Combined for All Exams Per Year ^a			
			National or CA			Passed	Failed	Total	% Passed
Contractors State License Board (continued)	C-55	Water Conditioning		X	Written	24	14	38	63%
	C-57	Well Drilling (Water)		X	Written	30	35	65	46%
	C-60	Welding		X	Written	61	64	125	49%
	n/a	Asbestos Certification		X	Written	24	102	126	19%
	n/a	Hazardous Certification		X	Written	65	71	136	48%
	n/a	Law and Business		X	Written	14,924	16,749	31,673	47%
Court Reporters Board of California	Certified Shorthand Reporter	Certified Shorthand Reporter		X	Written	262	165	427	61%
					Practical	94	447	541	17%
Dental Auxiliaries, Committee on	Registered Dental Assistant in Extended Functions/Registered Dental Hygienist in Extended Functions	Registered Dental Assistant in Extended Functions/Registered Dental Hygienist in Extended Functions		X	Clinical	86	16	102	84%
	Registered Dental Assistant	Registered Dental Assistant		X	Written	2,220	1,559	3,779	59%
					Practical	2,627	1,565	4,192	63%
	Registered Dental Hygienst	Registered Dental Hygienst	X	X	Clinical	584	147	731	80%
	Registered Dental Hygienst in Alternative Practice	Registered Dental Hygienst in Alternative Practice		X	Written	79	0	79	100%
Dental Board of California	Doctor of Dental Science	Restorative Technique		X	Practical	245	244	489	50%
		Clinical		X	Practical	624	304	928	67%
Engineers and Land Surveyors, Board for Professional	Agricultural Engineer	Professional	X		Written	0	1	1	0%
	Chemical Engineer	Professional	X		Written	27	39	66	41%
	Civil Engineer	Professional	X	X	Written	4,656	6,896	11,552	40%
	Control System Engineer	Professional	X		Written	5	8	13	38%
	Electrical Engineer	Professional	X		Written	173	280	453	38%
	Engineer-in-Training (EIT)	Fundamental	X		Written	2,919	2,769	5,688	51%
	Fire Protection Engineer	Professional	X		Written	15	19	34	44%
	Geotechnical Engineer	Professional		X	Written	42	42	84	50%

a) Some candidates may take a particular exam more than one time per year.



Examinations (continued)

EXAMINATION DATA									
BOARDS AND COMMITTEES REQUIRING EXAMINATIONS	License Type(s)	Exam Title	Exam Source		Exam Type	Data Combined for All Exams Per Year ^a			
			National or CA			Passed	Failed	Total	% Passed
Engineers and Land Surveyors, Board for Professional (continued)	Industrial Engineer	Professional	X		Written	2	3	5	40%
	Land Surveyor	Professional	X	X	Written	152	561	713	21%
	Land Surveyor-in-Training	Fundamental	X		Written	181	406	587	31%
	Mechanical Engineer	Professional	X		Written	201	231	432	47%
	Metallurgical Engineer	Professional	X		Written	3	3	6	50%
	Nuclear Engineer	Professional	X		Written	1	2	3	33%
	Petroleum Engineer	Professional	X		Written	1	7	8	13%
	Structural Engineer	Professional	X	X	Written	137	142	279	49%
	Traffic Engineer	Professional		X	Written	41	48	89	46%
Geologists and Geophysicists, State Board of Registration for	Professional Geologist	PG	X	X	Written	314	137	451	70%
	Registered Geophysicist	GP		X	Written	1	4	5	20%
	Certified Engineering Geologist	CEG		X	Written	47	21	68	69%
	Certified Hydrogeologist	CHG		X	Written	39	18	57	68%
Guide Dogs for the Blind, State Board of	Guide Dog Instructor	Guide Dog Instructor		X	Oral	2	0	2	100%
				X	Written	2	0	2	100%
				X	Practical	2	0	2	100%
Landscape Architects Technical Committee	Legal and Administrative Aspects of Practice	Section A	X		Written	116	91	207	56%
	Analytical Aspects of Practice	Section B	X		Written	123	37	160	77%
	Planning and Site Design	Section C	X		Written	85	153	238	36%
	Structural and Materials and Methods of Construction	Section D	X		Written	97	48	145	67%
	Grading, Drainage, and Stormwater Management	Section E	X		Written	84	162	246	34%
	California Supplemental Examination	CSE		X	Written	128	0	128	100%

a) Some candidates may take a particular exam more than one time per year.

Examinations (continued)

EXAMINATION DATA									
BOARDS AND COMMITTEES REQUIRING EXAMINATIONS	License Type(s)	Exam Title	Exam Source		Exam Type	Data Combined for All Exams Per Year ^a			
			National or CA			Passed	Failed	Total	% Passed
Medical Board of California	Physician and Surgeon	United States Medical Licensing Examination	X		Written and Clinical	NDA	NDA	NDA	NDA
	Contact Lens Dispenser	National Contact Lens Examiners Exam	X		Written	NDA	NDA	NDA	NDA
	Spectacle Lens	American Board of Opticianry Competency Exam	X		Written	NDA	NDA	NDA	NDA
	Licensed Midwife	North American Registry of Midwives	X		Written	NDA	NDA	NDA	NDA
Occupational Therapy, California Board of	Occupational Therapist	OTR	X		Written	202	68	270	75%
	Occupational Therapy Assistant	COTA	X		Written	32	8	40	80%
Optometry, Board of	Optometrist	Basic Science	X		Practical	1,397	779	2,196	64%
		Clinical Science	X		Practical	1,330	240	1,354	98%
		Patient Care	X		Clinical	1,254	145	1,399	90%
		Laws and Regulations		X	Practical	282	22	304	93%
Osteopathic Medical Board of California	Osteopathic Physician and Surgeon	COMPLEX Levels I-III	X		Written	NDA	NDA	NDA	NDA
Pharmacy, California State Board of	Pharmacist	North American Pharmacist Licensure Examination (NAPLEX)	X		Written	1,463	103	1,566	93%
		California Pharmacist Jurisprudence Examination		X	Written	1,339	403	1,742	77%
Physical Therapy Board of California	Physical Therapist	NPTE	X		Written	550	781	1,331	41%
	Physical Therapist Assistant	NPTE	X		Written	180	145	325	55%
	Kinesiological Electromyographer	KEMG		X	Written	4	0	4	100%
	Electroneuromyographer	ENMG		X	Written	1	0	1	100%
Physician Assistant Committee	Physician Assistant	PANCE	X		Written	2,861	245	3,106	92%

a) Some candidates may take a particular exam more than one time per year.



Examinations (continued)

EXAMINATION DATA										
BOARDS AND COMMITTEES REQUIRING EXAMINATIONS	License Type(s)	Exam Title		Exam Source		Exam Type	Data Combined for All Exams Per Year ^a			
				National or CA			Passed	Failed	Total	% Passed
Podiatric Medicine, California Board of	E-Permanent	National Board of Podiatric Medicine Examiners (NBPME)	Part I	X		Written	NDA	NDA	NDA	NDA
			Part II	X		Written	NDA	NDA	NDA	NDA
			Part III	X		Written	53	10	63	84%
	EL-Resident's	National Board of Podiatric Medicine Examiners (NBPME)	Part I	X		Written	NDA	NDA	NDA	NDA
			Part II	X		Written	NDA	NDA	NDA	NDA
Psychology, Board of	Psychologist	Examination for Professional Practice in Psychology		X		Written	548	363	911	60%
		CA Jurisprudence and Professional Ethics Exam			X	Written	583	99	682	85%
Registered Nursing, Board of	Registered Nurse	NCLEX		X		Computer Based	10,928	11,610	22,538	48%
Respiratory Care Board of California	Respiratory Care Practitioner	CRT		X	X	Computer Based	519	361	880	59%
Speech-Language Pathology and Audiology Board	Speech-Language Pathology	The Praxis Series		X		Written	373	58	431	87%
	Audiology	The Praxis Series		X		Written	43	14	57	75%
Structural Pest Control Board	Applicator	Registered Applicator			X	Written	1,886	1,853	3,739	50%
	Field Representative	Field Representative			X	Written	1,814	3,297	5,111	35%
	Operator	Operator			X	Written	300	658	958	31%
Veterinary Medical Board and Veterinary Technician Committee, Registered	Veterinarian	NAVLE		X		Written	205	92	297	69%
		CSB			X	Written	380	125	505	75%
		VLE			X	Written	367	0	367	100%
	Veterinary Temporary Reciprocity	VLE			X	Written	59	0	59	100%
	Registered Veterinary Technician	RVT			X	Written	218	80	298	73%
Vocational Nursing and Psychiatric Technicians, Board of	Vocational Nurse	National Council Licensure Examination for Practical Nurses		X		Written	5,251	3,677	8,928	59%
	Psychiatric Technician	California Psychiatric Technician Licensure Exam			X	Written	537	503	1,040	52%

a) Some candidates may take a particular exam more than one time per year.

ENFORCEMENT

STATISTICAL APPENDIX



Complaints Received by Source

BUREAUS	Public	Government/ Law Enforcement	Business & Professions Code Section 800 ^a	Licensed Professional Groups	Internal (Board or Committee Staff)	Other or Anonymous	Total Received
Automotive Repair, Bureau of	18,581	0	0	4	3	4	18,592
Cemetery and Funeral Bureau	315	31	1	41	218	5	611
Electronic and Appliance Repair, Bureau of	1,110	0	0	0	242	0	1,352
Hearing Aid Dispensers Bureau	37	4	0	34	0	20	95
Home Furnishings and Thermal Insulation, Bureau of	643	1	0	11	121	1	777
Naturopathic Medicine, Bureau of	1	3	0	0	0	0	4
Private Postsecondary and Vocational Education, Bureau for	813	0	0	0	92	55	960
Security and Investigative Services, Bureau of	788	52	0	139	1,370	118	2,467
Telephone Medical Advice Services Bureau	23	0	0	0	0	0	23
TOTAL	22,311	91	1	229	2,046	203	24,881

a) Complaints received by healing arts agencies pursuant to Business and Professions Code Section 800 reporting requirements (e.g., hospital actions, disciplines, malpractice settlements, judgments, or arbitration awards reported by insurance companies, etc.).

Complaints Received by Source (continued)

BOARDS, COMMITTEES, AND COMMISSION	Public	Government/ Law Enforcement	Business & Professions Code Section 800 ^a	Licensed Professional Groups	Internal (Board or Committee Staff)	Other or Anonymous	Total Received
Accountancy, California Board of	326	15	n/a	20	57	12	430
Acupuncture Board	43	44	n/a	3	40	8	138
Architects Board, California	159	17	0	56	39	24	295
Athletic Commission, State	*	*	*	*	*	*	*
Barbering and Cosmetology, Board of	1,599	23	0	126	1,050	436	3,234
Behavioral Sciences, Board of	476	39	8	11	437	39	1,010
Contractors State License Board	16,724	114	n/a	195	2,139	0	19,172
Dental Auxiliaries, Committee on ^b	2,199	344	249	110	114	129	193
Dental Board of California ^c							2952
Engineers and Land Surveyors, Board for Professional	128	23	n/a	52	73	NDA ^d	276
Geologists and Geophysicists, State Board of Registration for	23	13	0	5	0	3	44
Guide Dogs for the Blind, State Board of	3	0	0	0	0	0	3
Landscape Architects Technical Committee	41	0	0	8	11	3	63
Medical Board of California							
Physicians and Surgeons	4,601	926	1,107	256	340	273	7,503
Opticians, Registered Dispensing	21	20	n/a	9	4	0	54
Midwifery Program	1	0	0	1	0	2	4
Occupational Therapy, California Board of	11	53	0	14	58	2	138
Optometry, State Board of	111	21	3	14	56	11	216
Osteopathic Medical Board of California	115	41	36	13	15	2	222
Pharmacy, California State Board of	706	96	0	224	778	269	2,073
Physical Therapy Board of California	97	87	1	42	134	14	375

a) Complaints received by healing arts agencies pursuant to Business and Professions Code Section 800 reporting requirements (e.g., hospital actions, disciplines, malpractice settlements, judgments, or arbitration awards reported by insurance companies, etc.).

b) and c) Complaints received by the Committee on Dental Auxiliaries and the Dental Board of California are combined by source. However, they are separated by total received.

d) The Board for Professional Engineers and Land Surveyors does not track complaints from "Other or Anonymous" sources separately from "Internal" complaints; therefore, the number listed under "Internal" includes "Other or Anonymous."

* Data not provided to the Department.



Complaints Received by Source (continued)

BOARDS, COMMITTEES, AND COMMISSION	Public	Government/ Law Enforcement	Business & Professions Code Section 800 ^a	Licensed Professional Groups	Internal (Board or Committee Staff)	Other or Anonymous	Total Received
Physician Assistant Committee	49	22	8	8	12	4	103
Podiatric Medicine, California Board of	84	21	18	6	16	2	147
Psychology, Board of	325	34	1	18	48	27	453
Registered Nursing, Board of	268	178	61	482	2,089	70	3,148
Respiratory Care Board of California	72	113	n/a	325	0	5	515
Speech-Language Pathology and Audiology Board	7	25	1	9	11	5	58
Structural Pest Control Board	920	0	n/a	111	13	0	1,044
Veterinary Medical Board and Veterinary Technician Committee, Registered	414	27	10	46	112	51	660
Vocational Nursing and Psychiatric Technicians, Board of Vocational Nurses	219	124	0	7	627	33	1,010
Psychiatric Technicians	92	34	0	0	154	3	283
TOTAL	29,834	2,454	1,503	2,171	8,427	1,427	45,816

a) Complaints received by healing arts agencies pursuant to Business and Professions Code Section 800 reporting requirements (e.g., hospital actions, disciplines, malpractice settlements, judgments, or arbitration awards reported by insurance companies, etc.).



Complaints Closed Without Going to Formal Investigation

BUREAUS	COMPLAINTS CLOSED BY CATEGORY														Total Pending
	Contractual	Criminal Charges/Conviction of a Crime	Fraud	Personal Conduct or Substance Abuse or Mental/Physical Impairment	Negligence/Incompetence	Product Service/Quality	Sexual Misconduct	Unprofessional Conduct	Discipline by Another State or Agency	Unlicensed/Unregistered Activity	Unsafe/Unsanitary Conditions	Non-Jurisdictional	Other	Total Closed	
Automotive Repair, Bureau of	2,318	0	1,586	0	11,199	81	0	3	0	738	2,712	13	21	18,671	2,086
Cemetery and Funeral Bureau	274	0	22	68	20	3	0	307	0	49	13	7	18	781	99
Electronic and Appliance Repair, Bureau of	271	0	46	2	529	217	0	9	0	423	6	16	6	1,525	187
Hearing Aid Dispensers Bureau	0	0	4	0	4	0	0	74	0	4	1	0	0	87	32
Home Furnishings and Thermal Insulation, Bureau of	293	0	9	1	37	114	0	2	0	166	70	50	2	748	132
Naturopathic Medicine, Bureau of	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Private Postsecondary and Vocational Education, Bureau for	455	0	194	0	30	0	3	40	0	239	16	74	54	1,096	223
Security and Investigative Services, Bureau of	273	866	139	404	37	9	0	410	0	265	34	29	19	2,485	947
Telephone Medical Advice Services Bureau	0	0	0	0	0	0	0	0	0	0	0	23	0	23	0
TOTAL	3,884	866	2,000	475	11,856	424	3	845	0	1,884	2,852	212	120	25,416	3,706



Complaints Closed Without Going to Formal Investigation (continued)

BOARDS, COMMITTEES, AND COMMISSION	COMPLAINTS CLOSED BY CATEGORY														Total Pending
	Contractual	Criminal Charges/Conviction of a Crime	Fraud	Personal Conduct or Substance Abuse or Mental/Physical Impairment	Negligence/Incompetence	Product Service/Quality	Sexual Misconduct	Unprofessional Conduct	Discipline by Another State or Agency	Unlicensed/Unregistered Activity	Unsafe/Unsanitary Conditions	Non-Jurisdictional	Other	Total Closed	
Accountancy, California Board of	0	0	3	0	40	0	0	73	0	141	n/a	21	109	387	129
Acupuncture Board	n/a	55	13	n/a	2	n/a	5	65	4	23	2	4	1	174	83
Architects Board, California	2	2	1	0	3	0	0	32	0	125	0	0	0	165	316
Athletic Commission, State	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Barbering and Cosmetology, Board of	2	n/a	131	466	508	1	9	37	n/a	780	685	154	461	3,234	2,344
Behavioral Sciences, Board of	0	381	7	3	35	0	8	252	15	59	0	219	5	984	193
Contractors State License Board	148	0	62	33	5,056	0	0	2,535	0	813	144	687	199	9,677	2,108
Court Reporters Board of California	1	0	0	0	0	22	0	86	0	19	0	17	0	145	1
Dental Auxiliaries, Committee on	n/a	22	0	0	2	n/a	0	11	0	7	1	1	5	49	82
Dental Board of California	n/a	86	30	38	1398	n/a	6	227	12	129	78	359	37	2400	1202
Geologists and Geophysicists, State Board of Registration for	2	3	1	0	14	0	0	1	3	11	9	3	2	49	52
Guide Dogs for the Blind, State Board of	0	0	0	0	0	0	0	0	0	0	0	5	0	5	0
Landscape Architects Technical Committee	0	0	0	0	1	0	0	0	0	17	0	11	7	36	19
Medical Board of California															
Physicians and Surgeons	n/a	264	241	35	2,810	n/a	74	1,155	337	179	7	1,500	1	6,603	1,054
Opticians, Registered Dispensing	0	3	5	0	2	0	0	25	0	12	0	5	0	52	7
Midwifery Program	0	0	0	0	3	0	0	1	0	0	0	1	0	5	1
Occupational Therapy, California Board of	0	74	3	1	1	0	0	12	1	16	0	0	1	109	50
Optometry, State Board of	0	19	10	3	8	0	2	60	0	60	1	27	27	217	54
Osteopathic Medical Board of California	0	0	0	0	0	0	0	0	0	0	0	7	0	7	1
Pharmacy, California State Board of	0	257	3	10	16	0	0	34	4	150	0	6	27	507	117

* Data not provided to the Department.



Complaints Closed Without Going to Formal Investigation (continued)

BOARDS, COMMITTEES, AND COMMISSION	COMPLAINTS CLOSED BY CATEGORY														Total Pending
	Contractual	Criminal Charges/Conviction of a Crime	Fraud	Personal Conduct or Substance Abuse or Mental/Physical Impairment	Negligence/Incompetence	Product Service/Quality	Sexual Misconduct	Unprofessional Conduct	Discipline by Another State or Agency	Unlicensed/Unregistered Activity	Unsafe/Unsanitary Conditions	Non-Jurisdictional	Other	Total Closed	
Physical Therapy Board of California	0	114	26	0	16	0	15	9	40	83	0	2	35	340	266
Physician Assistant Committee	0	10	4	6	39	0	0	15	3	8	0	10	0	95	20
Podiatric Medicine, California Board of	0	9	14	1	67	0	0	22	0	3	0	5	0	121	70
Psychology, Board of	n/a	17	10	4	34	n/a	8	328	1	53	0	19	4	478	158
Registered Nursing, Board of	0	1,336	16	455	63	0	10	369	180	39	0	0	16	2,484	1,127
Respiratory Care Board of California	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Speech-Language Pathology and Audiology Board	0	10	0	0	0	0	0	5	1	5	0	0	11	32	31
Structural Pest Control Board	602	0	8	n/a	43	0	n/a	0	0	5	0	0	0	658	110
Veterinary Medical Board and Veterinary Technician Committee, Registered	0	39	0	7	345	0	0	138	5	98	16	30	9	687	350
Vocational Nursing and Psychiatric Technicians, Board of															
Vocational Nurses	n/a	472	35	94	52	n/a	4	186	33	30	0	0	22	928	1,965
Psychiatric Technicians	n/a	92	4	9	4	n/a	1	87	27	4	0	0	13	241	500
TOTAL	757	3,265	627	1,165	10,562	23	142	5,765	666	2,869	943	3,093	992	30,869	12,410



Informal Actions

BUREAUS	Warning/Cease and Desist Letters Issued	Office Conference/ Informal Hearing	Reprimand/ Violation/ Education Letters Issued	Total Informal Actions	Petitions to Compel Exams (Healing Arts Only)		
					Filed	Granted	Denied
Automotive Repair, Bureau of ^a	5,382	870 ^b	6,227	12,479			
Cemetery and Funeral Bureau	153	18	0	306 ^c			
Electronic and Appliance Repair, Bureau of	0	2	869	871			
Hearing Aid Dispensers Bureau	1	0	26	27	0	0	0
Home Furnishings and Thermal Insulation, Bureau of	0	7	213	220			
Naturopathic Medicine, Bureau of	0	0	0	0	0	0	0
Private Postsecondary and Vocational Education, Bureau for	2 ^d	0	0	2			
Security and Investigative Services, Bureau of	244	423	50	717			
Telephone Medical Advice Services Bureau	0	0	0	0	0	0	0
TOTAL	5,782	1,323	7,385	14,622	0	0	0

a) The Bureau of Automotive Repair's (BAR) Informal Actions may be a result of complaints, inspections, or investigations.

b) Two hundred and forty-five office conferences resulted from complaints; 318 from investigations; and 307 from probations.

c) The Cemetery and Funeral Bureau has included "Generic Warnings" in their "Total Informal Warnings" total.

d) This number represents the Bureau for Private Postsecondary and Vocational Education's Orders of Abatelements.



Informal Actions (continued)

BOARDS, COMMITTEES, AND COMMISSION	Warning/Cease and Desist Letters Issued	Office Conference/ Informal Hearing	Reprimand/ Violation/ Education Letters Issued	Total Informal Actions	Petitions to Compel Exams (Healing Arts Only)		
					Filed	Granted	Denied
Accountancy, California Board of	80	38	10	128			
Acupuncture Board	21	1	0	22	0	0	0
Architects Board, California	118	8	15	141			
Athletic Commission, State	*	*	*	*			
Barbering and Cosmetology, Board of	1,396	n/a	274	1,670			
Contractors State License Board	3,126	n/a	n/a	3,126			
Court Reporters Board of California	1	10	n/a	11			
Dental Auxiliaries, Committee on	20	0	0	20			
Dental Board of California	135	18	17	170	1	3	0
Engineers and Land Surveyors, Board for Professional	12	22	0	34			
Geologists and Geophysicists, State Board of Registration for	4	8	2	14			
Guide Dogs for the Blind, State Board of	0	0	0	0	0	0	0
Landscape Architects Technical Committee	2	1	2	5			
Medical Board of California							
Physicians and Surgeons	27	28	59	114	7	7	0
Opticians, Registered Dispensing	5	0	0	5	0	0	0
Midwifery Program	0	0	0	0	0	0	0
Occupational Therapy, California Board of	20	0	0	20	0	0	0
Optometry, State Board of	37	4	2	43	0	0	0
Osteopathic Medical Board of California	19	0	3	21	1	0	0
Pharmacy, California State Board of	0	20	203	223	3	0	0

* Data not provided to the Department.



Informal Actions (continued)

BOARDS, COMMITTEES, AND COMMISSION	Warning/Cease and Desist Letters Issued	Office Conference/ Informal Hearing	Reprimand/ Violation/ Education Letters Issued	Total Informal Actions	Petitions to Compel Exams (Healing Arts Only)		
					Filed	Granted	Denied
Physical Therapy Board of California	0	0	10	10	0	0	0
Physician Assistant Committee	0	0	0	0	0	0	0
Podiatric Medicine, California Board of	1	3	10	14	0	0	0
Registered Nursing, Board of	0	0	0	0	11	11	0
Respiratory Care Board of California	142	4	198	344	1	1	0
Speech-Language Pathology and Audiology Board	0	3	7	10	0	0	0
Structural Pest Control Board	11	0	1	12			
Veterinary Medical Board and Veterinary Technician Committee, Registered	72	4	129	205	1	1	0
Vocational Nursing and Psychiatric Technicians, Board of							
Vocational Nurses	786	55	0	841	0	0	0
Psychiatric Technicians	135	10	0	145	0	0	0
TOTAL	6,170	237	942	7,348	25	23	0



Diversion

DIVERSION CASES ^a				CASES CLOSED			
BOARDS AND COMMITTEES	Referral to Program During Fiscal Year		Total Number of Participants	Successful Completions	Non-Compliance	Withdrawals	Not Eligible/ Not Interested
	Voluntary Self-Referral	Board Referrals					
Dental Auxiliaries, Committee on	2	2	6	1	1	3	0
Dental Board of California	14	5	66	13	12	10	1
Medical Board of California Physicians and Surgeons	17	32	249	56	14	0	18
Osteopathic Medical Board of California	3	1	11	0	3	0	0
Pharmacy, California State Board of	16	46	62	13	12	0	0
Physical Therapy Board of California	1	4	11	0	1	0	0
Physician Assistant Committee	2	0	4	4	0	1	0
Registered Nursing, Board of	75	138	450	49	78	56	136
Speech-Language Pathology and Audiology Board	0	0	0	0	0	0	0
Veterinary Medical Board and Veterinary Technician Committee, Registered	1	0	7	0	2	0	0
TOTAL	131	228	866	136	1232	70	155

a) Not all Boards and Committees have Diversion Programs. The State Athletic Commission and the Bureaus do not have Diversion Programs.



Complaints Referred to Sworn Investigators for Formal Investigation

BUREAUS	Investi- gations Opened	INVESTIGATIONS CLOSED BY CATEGORY													Total Pending ^b	REFERRED	
		Contractual	Criminal Charges/ Conviction of a Crime	Fraud	Personal Conduct or Substance Abuse or Mental/ Physical Impairment	Negligence/ Incompetence	Sexual Mis- conduct	Unprofes- sional Conduct	Discipline by Another State or Agency	Unlicensed / Unregistered Activity	Unsafe/ Unsanitary Conditions	Non- Jurisdic- tional	Other	Total Closed ^a		To AG	To DA/ CA
Hearing Aid Dispensers Bureau	13	0	0	0	0	2	0	5	0	2	1	0	0	10	17	10	2
Private Postsecondary and Vocational Education, Bureau of	1	1	0	1	0	0	0	0	0	0	0	0	0	1	0	1	0
Security and Investigative Services, Bureau of	4	0	0	1	0	0	0	0	0	3	0	0	0	0	4	0	0
Total	18	1	0	2	0	2	0	5	0	5	1	0	0	11	21	11	2

a) and b) Total closed/pending cases may include cases from prior fiscal year.



Complaints Referred to Sworn Investigators for Formal Investigation (continued)

BOARDS, COMMITTEES, AND COMMISSION	Investi- gations Opened	INVESTIGATIONS CLOSED BY CATEGORY													Total Pending ^b	REFERRED	
		Contractual	Criminal Charges/ Conviction of a Crime	Fraud	Personal Conduct or Substance Abuse or Mental/ Physical Impairment	Negligence/ Incompetence	Sexual Mis- conduct	Unprofes- sional Conduct	Discipline by Another State or Agency	Unlicensed / Unregistered Activity	Unsafe/ Unsanitary Conditions	Non- Jurisdic- tional	Other	Total Closed ^a		To AG	To DA/ CA
Accountancy, California Board of	0	0	0	0	0	0	0	0	0	2	n/a	0	0	2	0	0	0
Acupuncture Board	21	n/a	1	1	1	1	2	11	0	4	0	0	0	18	23	14	1
Architects Board, California	2	0	1	1	0	0	0	0	0	2	0	0	0	4	0	0	0
Athletic Commission, State	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Barbering and Cosmetology, Board of	747	1	n/a	17	175	59	3	4	n/a	38	20	14	5	336	494	186	6
Behavioral Sciences, Board of	25	0	0	1	59	1	3	5	0	2	0	1	0	13	21	9	2
Contractors State License Board	n/a	n/a	n/a	n/a	1	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Court Reporters Board of California	5	0	0	0	n/a	0	0	3	0	0	0	0	2	0	5	0	0
Dental Auxiliaries, Committee on ^c	413	n/a	45	36	0	198	6	53	5	91	3	4	22	59	51	23	4
Dental Board of California ^d														414			
Geologists and Geophysicists, State Board of Registration for	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0
Landscape Architects Technical Committee	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0
Medical Board of California																	
Physicians and Surgeons	1,344	n/a	80	32	181	776	65	84	6	100	2	0	58	1,384	992	432	34
Opticians, Registered Dispensing	6	0	3	0	0	0	0	2	0	0	0	0	0	5	1	5	0
Midwifery Program	2	0	0	0	0	2	0	0	0	5	0	0	0	7	1	2	3

a) and b) Total closed/pending cases may include cases from prior fiscal year.

c) and d) Complaints received by the Committee on Dental Auxiliaries and the Dental Board of California are combined by category. However, they are separated by total closed, total pending, referred to Attorney General, and the District Attorney/Civil Attorney.

* Data not provided to the Department.



Complaints Referred to Sworn Investigators for Formal Investigation (continued)

BOARDS, COMMITTEES, AND COMMISSION	Investi- gations Opened	INVESTIGATIONS CLOSED BY CATEGORY													Total Pending ^b	REFERRED	
		Contractual	Criminal Charges/ Conviction of a Crime	Fraud	Personal Conduct or Substance Abuse or Mental/ Physical Impairment	Negligence/ Incompetence	Sexual Mis- conduct	Unprofes- sional Conduct	Discipline by Another State or Agency	Unlicensed / Unregistered Activity	Unsafe/ Unsanitary Conditions	Non- Jurisdic- tional	Other	Total Closed ^a		To AG	To DA/ CA
Occupational Therapy, California Board of	8	0	0	0	0	0	0	0	0	1	0	0	0	1	9	0	1
Optometry, State Board of	18	0	0	4	0	3	6	6	1	3	0	0	1	18	23	11	0
Osteopathic Medical Board of California	50	0	7	0	7	5	2	8	1	0	0	0	0	30	33	12	1
Physical Therapy Board of California	84	0	8	16	0	3	12	2	0	16	0	0	6	63	102	55	9
Physician Assistant Committee	28	0	2	0	7	7	3	5	0	5	0	0	2	31	19	16	2
Podiatric Medicine, California Board of	24	0	0	1	0	16	2	3	0	1	0	0	1	20	20	12	0
Psychology, Board of	90	n/a	10	2	6	6	10	24	2	11	0	0	15	86	56	26	1
Registered Nursing, Board of	807	0	6	21	289	210	15	310	10	17	0	0	14	892	1,335	331	14
Respiratory Care Board of California	4	0	0	0	2	0	0	0	0	0	0	0	0	2	2	2	0
Speech-Language Pathology and Audiology Board	9	0	2	1	0	0	0	0	0	0	0	0	0	3	9	2	0
Structural Pest Control Board	0	0	0	0	n/a	0	n/a	n/a	0	0	0	0	0	0	3	0	0
Veterinary Medical Board and Veterinary Technician Committee, Registered	46	0	1	0	4	8	0	17	0	16	2	0	0	48	45	20	4
Vocational Nursing and Psychiatric Technicians, Board of																	
Vocational Nurses	102	n/a	5	2	37	14	4	30	1	9	0	0	0	139	167	195	10
Psychiatric Technicians	11	n/a	1	1	2	0	0	7	0	0	0	0	0	26	25	56	0
TOTAL	3,848	1	172	136	771	1,309	133	574	26	324	27	19	126	3,601	3,749	1,485	121

a) and b) Total closed/pending cases may include cases from prior fiscal year.



Complaints Referred to Non-Sworn Investigators for Formal Investigation

BUREAUS	Investigations Opened	INVESTIGATIONS CLOSED BY CATEGORY														Total Pending ^b	REFERRED	
		Contractual	Criminal Charges/ Conviction of a Crime	Fraud	Personal Conduct or Substance Abuse or Mental/ Physical Impairment	Negligence/ Incompetence	Product Service/ Quality	Sexual Misconduct	Unprofessional Conduct	Discipline by Another State or Agency	Unlicensed/ Unregistered Activity	Unsafe/ Unsanitary Conditions	Non-Jurisdictional	Other	Total Closed ^a		To AG	To DA/ CA
Automotive Repair, Bureau of	1,075	22	0	327	5	414	1	0	0	n/a	35	0	0	262	1,066	330	122	71
Cemetery and Funeral Bureau	248	108	0	19	62	16	1	0	148	0	28	10	1	10	403	59	51	3
Electronic and Appliance Repair, Bureau of	688	81	0	41	2	240	147	0	9	0	181	5	10	2	718	83	7	4
Home Furnishings and Thermal Insulation, Bureau of	139	29	0	5	0	2	10	0	2	0	48	14	0	0	110	46	7	0
Naturopathic Medicine, Bureau of	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0	0
Private Postsecondary and Vocational Education, Bureau for	26	2	0	4	0	0	1	0	0	0	4	1	0	8	12	8	12	0
Security and Investigative Services, Bureau of	2,369	105	1,086	145	392	9	4	0	323	0	220	53	4	28	2,175	893	88	0
TOTAL	4,546	347	1,086	541	461	681	164	0	482	0	516	83	15	311	4,484	1,420	287	78

a) and b) Total closed/pending cases may include cases from prior fiscal year.



Complaints Referred to Non-Sworn Investigators for Formal Investigation (continued)

BOARDS, COMMITTEE, AND COMMISSION	Investi- gations Opened	INVESTIGATIONS CLOSED BY CATEGORY														Total Pending ^b	REFERRED	
		Contractual	Criminal Charges/ Conviction of a Crime	Fraud	Personal Conduct or Substance Abuse or Mental/ Physical Impairment	Negligence/ Incompe- tence	Product Service/ Quality	Sexual Mis- conduct	Unprofes- sional Conduct	Discipline by Another State or Agency	Unlicensed/ Unregistered Activity	Unsafe/ Unsanitary Conditions	Non- Jurisdic- tional	Other	Total Closed ^a		To AG	To DA/ CA
Accountancy, California Board of	66	0	0	4	2	12	0	0	40	0	8	n/a	0	5	71	55	42	0
Architects Board, California	153	3	0	2	0	18	0	0	118	0	21	0	0	1	163	6	2	0
Athletic Commission, California	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Contractors State License Board	10,096	113	0	215	139	2,790	0	0	1,259	0	4,536	234	87	559	9,932	3,235	578	1,167
Engineers and Land Surveyors, Board for Professional ^c	276	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	262	262	570	32	2
Geologists and Geophysicists, State Board of Registration for	8	0	0	0	0	3	0	0	0	0	3	0	0	0	6	2	2	0
Landscape Architects Technical Committee	5	1	0	0	0	1	0	0	0	0	2	0	0	1	1	4	0	0
Medical Board of California Physicians and Surgeons	99	n/a	0	0	0	0	0	0	0	91	0	0	0	0	91	0	89	0
Occupational Therapy, California Board of	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Optometry, State Board of	45	0	0	4	0	3	0	0	6	0	3	0	0	1	18	27	9	0
Osteopathic Medical Board of California	86	0	19	0	2	75	0	3	44	2	0	0	0	5	141	121	3	0
Pharmacy, California State Board of	841	0	17	10	7	324	0	0	110	2	131	4	10	255	870	284	58	0
Psychology, Board of	5	0	3	0	0	0	0	0	0	2	0	0	0	0	5	0	5	0
Respiratory Care Board of California	515	0	287	6	9	27	0	1	22	0	180	1	4	1	538	215	49	0
Structural Pest Control Board	396	350	0	2	n/a	44	0	n/a	n/a	0	15	0	0	0	411	207	55	0
TOTAL	12,591	467	326	243	159	3,297	0	4	1,599	97	4,899	239	101	1,090	12,509	4,726	924	1,169

a) and b) Total closed/pending cases may include cases from prior fiscal year.

c) The Board for Professional Engineers and Land Surveyors do not close complaints/investigations by category.

* Data not provided to the Department.



Formal Actions Filed

BUREAUS	Accusations/ Petitions to Revoke Probation Filed	Statement of Issues Filed	Criminal Actions Filed	Civil Actions Filed	Restraining Orders/Interim Suspension Orders Issued
Automotive Repair, Bureau of	287	54	68	31	0
Cemetery and Funeral Bureau	9	18	0	0	0
Electronic and Appliance Repair, Bureau of	3	2	4	0	0
Hearing Aid Dispensers Bureau	5	1	0	0	0
Home Furnishings and Thermal Insulation, Bureau of	6	0	0	0	0
Naturopathic Medicine, Bureau of	0	0	0	0	0
Private Postsecondary and Vocational Education, Bureau for	7 ^a	0	0	0	0
Security and Investigative Services, Bureau of	531	26	0	0	0
TOTAL	848	101	72	31	0

a) This figure represents the Bureau for Private Postsecondary and Vocational Education's Statement of Accusations.



Formal Actions Filed (continued)

BOARDS, COMMITTEES, AND COMMISSION	Accusations/ Petitions to Revoke Probation Filed	Statement of Issues Filed	Criminal Actions Filed	Civil Actions Filed	Restraining Orders/Interim Suspension Orders Issued
Accountancy, California Board of	29	1	0	0	0
Acupuncture Board	12	1	2	n/a	1
Architects Board, California	4	1	0	0	0
Athletic Commission, State	*	*	*	*	*
Barbering and Cosmetology, Board of	93	35	6	0	0
Behavioral Sciences, Board of	17	2	0	0	0
Contractors State License Board	188	46	1,167	0	0
Court Reporters Board of California	1	0	0	0	0
Dental Auxiliaries, Committee on	20	7	4	0	0
Dental Board of California	71	7	29	0	1
Engineers and Land Surveyors, Board for Professional	28	1	10	0	0
Geologists and Geophysicists, State Board of Registration for	3	0	2	0	2
Medical Board of California					
Physicians and Surgeons	261	9	20	3	56
Opticians, Registered Dispensing	2	6	0	0	0
Midwifery Program	2	1	0	0	0
Occupational Therapy, California Board of	4	4	0	0	0
Optometry, State Board of	9	2	0	0	0

* Data not provided to the Department.



Formal Actions Filed (continued)

BOARDS, COMMITTEES, AND COMMISSION	Accusations/ Petitions to Revoke Probation Filed	Statement of Issues Filed	Criminal Actions Filed	Civil Actions Filed	Restraining Orders/Interim Suspension Orders Issued
Osteopathic Medical Board of California	7	5	1	0	0
Pharmacy, California State Board of	92	5	0	0	1
Physical Therapy Board of California	33	0	9	0	3
Physician Assistant Committee	5	2	2	0	0
Podiatric Medicine, California Board of	8	1	0	0	1
Psychology, Board of	21	9	0	0	2
Registered Nursing, Board of	237	15	9	0	5
Respiratory Care Board of California	70	9	0	0	5
Speech-Language Pathology and Audiology Board	4	1	0	0	0
Structural Pest Control Board	37	19	0	0	0
Veterinary Medical Board and Veterinary Technician Committee, Registered	17	4	1	0	0
Vocational Nursing and Psychiatric Technicians, Board of					
Vocational Nurses	126	3	10	0	2
Psychiatric Technicians	36	0	0	0	0
TOTAL	1,437	196	1,272	3	79

**Administrative Outcomes Against Licenses, Registrations, Certificates, and Permits**

BUREAUS	Revocation	Surrender of License	Probation with Suspension	Suspension Only	Probation Only	Public Reprimand	License of Applicants Denied	Other Decisions	Withdrawn/Dismissed
Automotive Repair, Bureau of	358	14	149	0	70	0	71	1	21
Cemetery and Funeral Bureau	6	0	1	0	18	0	8	15	20
Electronic and Appliance Repair, Bureau of	4	0	0	0	3	0	2	1	0
Hearing Aid Dispensers Bureau	0	1	1	0	0	0	5	0	0
Home Furnishings and Thermal Insulation, Bureau of	2	0	0	0	0	0	0	1	0
Naturopathic Medicine, Bureau of	0	0	0	0	0	0	0	0	0
Private Postsecondary and Vocational Education, Bureau for	7	0	0	0	4	0	59	0	0
Security and Investigative Services, Bureau of	775	2	2	0	31	0	10	9	96
TOTAL	1,152	17	153	0	126	0	155	27	137

**Administrative Outcomes Against Licenses, Registrations, Certificates, and Permits** (continued)

BOARDS, COMMITTEES, AND COMMISSION	Revocation	Surrender of License	Probation with Suspension	Suspension Only	Probation Only	Public Reprimand	License of Applicants Denied	Other Decisions	Withdrawn/Dismissed
Accountancy, California Board of	15	2	14	0	5	0	0	0	0
Acupuncture Board	8	0	1	0	3	1	2	0	0
Architects Board, California	2	1	1	0	0	0	0	0	0
Athletic Commission, State	*	*	*	*	*	*	*	*	*
Barbering and Cosmetology, Board of	63	6	107	0	25	0	27	19	36
Behavioral Sciences, Board of	4	7	2	0	2	0	1	0	7
Contractors State License Board	812	n/a	n/a	422	n/a	n/a	20	8	98
Dental Auxiliaries, Committee on	6	0	0	0	0	0	0	0	2
Dental Board of California	15	3	6	0	31	4	0	3	7
Engineers and Land Surveyors, Board for Professional	2	1	6	0	13	1	1	2	1
Geologists and Geophysicists, State Board of Registration for	3	0	0	0	0	3	0	0	0
Medical Board of California									
Physicians and Surgeons	43	82	17	0	93	75	1	46	109
Opticians, Registered Dispensing	0	0	0	0	1	0	0	0	0
Occupational Therapy, California Board of	3	0	0	0	6	0	4	0	0
Optometry, State Board of	2	1	4	0	2	1	0	1	2
Osteopathic Medical Board of California	0	2	1	0	3	3	0	1	0
Pharmacy, California State Board of	44	20	11	1	21	2	2	0	9

* Data not provided to the Department.

**Administrative Outcomes Against Licenses, Registrations, Certificates, and Permits** (continued)

BOARDS, COMMITTEES, AND COMMISSION	Revocation	Surrender of License	Probation with Suspension	Suspension Only	Probation Only	Public Reprimand	License of Applicants Denied	Other Decisions	Withdrawn/Dismissed
Physical Therapy Board of California	10	1	3	1	9	9	1	1	1
Physician Assistant Committee	2	3	3	1	6	0	1	0	0
Podiatric Medicine, California Board of	1	1	1	0	4	0	0	1	0
Psychology, Board of	1	8	3	0	4	3	0	0	1
Registered Nursing, Board of	102	49	0	1	147	5	5	3	10
Respiratory Care Board of California	25	6	5	0	46	20	0	0	0
Speech-Language Pathology and Audiology Board	2	2	0	0	3	0	0	1	4
Structural Pest Control Board	25	6	12	0	16	0	7	0	5
Veterinary Medical Board and Veterinary Technician Committee, Registered	2	4	3	0	2	0	0	6	2
Vocational Nursing and Psychiatric Technicians, Board of									
Vocational Nurses	69	9	0	0	79	0	4	1	5
Psychiatric Technicians	25	3	0	0	20	0	1	1	1
TOTAL	1,286	217	200	426	541	127	77	94	300



Petitions for Penalty Relief

BUREAUS	Petitions for Modification/Termination of Probation			Petitions for Reinstatement of Revoked Licenses/ Registrations/Certificates		
	Granted	Denied	Total	Granted	Denied	Total
Automotive Repair, Bureau of	0	0	0	20	63	83
Electronic and Appliance Repair, Bureau of	0	0	0	1	2	3
Hearing Aid Dispensers Bureau	2	0	2	0	0	0
Security and Investigative Services, Bureau of	2	0	2	1	0	1
TOTAL	4	0	4	22	65	87

BOARDS AND COMMITTEES ^a	Petitions for Modification/Termination of Probation			Petitions for Reinstatement of Revoked Licenses/ Registrations/Certificates		
	Granted	Denied	Total	Granted	Denied	Total
Accountancy, California Board of	1	0	1	1	3	4
Acupuncture Board	0	0	0	4	1	5
Architects Board, California	0	0	0	1	1	2
Barbering and Cosmetology, Board of	0	0	0	2	3	5
Behavioral Sciences, Board of	0	0	0	0	0	0
Court Reporters Board of California	0	0	0	0	0	0
Dental Auxiliaries, Committee on	0	1	1	1	0	1
Dental Board of California	4	3	7	2	0	2
Engineers and Land Surveyors, Board for Professional	0	1	1	2	1	3
Geologists and Geophysicists, State Board of Registration for	0	0	0	0	0	0
Medical Board of California						
Physicians and Surgeons	27	10	37	10	10	20
Opticians, Registered Dispensing	0	0	0	0	0	0
Optometry, State Board of	2	2	4	0	0	0
Osteopathic Medical Board of California	2	1	3	1	0	1
Pharmacy, California State Board of	2	1	3	0	6	6

a) The State Athletic Commission does not participate in this process.

Petitions for Penalty Relief (continued)

BOARDS AND COMMITTEES	Petitions for Modification/Termination of Probation			Petitions for Reinstatement of Revoked Licenses/ Registrations/Certificates		
	Granted	Denied	Total	Granted	Denied	Total
Physical Therapy Board of California	0	1	1	0	0	0
Physician Assistant Committee	1	0	1	0	1	1
Podiatric Medicine, California Board of	0	0	0	1	0	1
Psychology, Board of	0	0	0	0	1	1
Registered Nursing, Board of	5	4	9	2	8	10
Respiratory Care Board of California	4	0	4	6	2	8
Structural Pest Control Board	0	0	0	1	3	4
Veterinary Medical Board and Veterinary Technician Committee, Registered	0	0	0	0	1	1
Vocational Nursing and Psychiatric Technicians, Board of						
Vocational Nurses	0	1	1	5	3	8
Psychiatric Technicians	0	1	1	4	0	4
TOTAL	48	26	74	43	44	87



Inspection Data

BUREAUS	Total Number of Inspections	Notices of Violation Issued	Compliance Verified	Inspection Citations Issued
Automotive Repair, Bureau of	29,430	1,138	5,247	27
Cemetery and Funeral Bureau	716	n/a	95	17
Electronic and Appliance Repair, Bureau of	1,123	NDA	NDA	n/a
Hearing Aid Dispensers Bureau	n/a	n/a	n/a	n/a
Home Furnishings and Thermal Insulation, Bureau of	3,847	1,416	NDA	n/a
Naturopathic Medicine, Bureau of	0	0	0	0
Private Postsecondary and Vocational Education, Bureau for	240	0	240	0
Security and Investigative Services, Bureau of	124	0	NDA	16
Telephone Medical Advice Services Bureau	n/a	n/a	n/a	n/a
TOTAL	35,480	2,554	5,582	60



Inspection Data (continued)

BOARDS, COMMITTEES, AND COMMISSION	Total Number of Inspections	Notices of Violation Issued	Compliance Verified	Inspection Citations Issued
Athletic Commission, State	*	*	*	*
Barbering and Cosmetology, Board of	12,639	n/a	8,478	18,716
Court Reporters Board of California	4	0	4	0
Dental Auxiliaries, Committee on	23	4	20	1
Dental Board of California	151	9	136	185
Geologists and Geophysicists, State Board of Registration for	0	0	0	0
Guide Dogs for the Blind, State Board of	3	0	0	0
Landscape Architects Technical Committee	0	0	0	0
Occupational Therapy, California Board of	0	0	0	0
Pharmacy, California State Board of	2,996	n/a	n/a	n/a
Physical Therapy Board of California	0	0	0	0
Podiatric Medicine, California Board of	0	0	0	0
Structural Pest Control Board	668	212	277	183
Veterinary Medical Board and Veterinary Technician Committee, Registered	153	NDA	126	3
TOTAL	16,637	225	9,041	19,088

* Data not provided to the Department.



Timeline for Dispositions of Complaints

BUREAUS	INVESTIGATIONS							AG CASES					Total AG Cases Closed	Total AG Cases Pending
	Up to 90 Days	91 to 180 Days	181 Days to 1 Year	1 to 2 Years	2 to 3 Years	Over 3 Years	Total Investigations Closed	Up to 1 Year	1 to 2 Years	2 to 3 Years	3 to 4 Years	Over 4 Years		
Automotive Repair, Bureau of	665	185	125	80	10	1	1,066	35	109	72	18	2	236	200
Cemetery and Funeral Bureau	108	79	99	64	14	39	403	35	35	6	0	0	76	21
Electronic and Appliance Repair, Bureau of	443	212	54	8	1	0	718	9	2	1	0	0	12	7
Hearing Aid Dispensers Bureau	0	3	2	1	2	0	8	0	0	1	0	0	1	8
Home Furnishings and Thermal Insulation, Bureau of	82	17	4	6	0	1	110	3	0	0	0	0	3	5
Naturopathic Medicine, Bureau of	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Private Postsecondary and Vocational Education, Bureau for	0	0	13	8	0	1	22	12	0	0	0	0	12	2
Security and Investigative Services, Bureau of	1,012	517	498	132	12	8	2,179	61	28	9	4	13	115	83
Telephone Medical Advice Services Bureau	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	2,310	1,013	795	299	39	50	4,506	155	174	89	22	15	455	326



Timeline for Dispositions of Complaints (continued)

BOARDS, COMMITTEES, AND COMMISSION	INVESTIGATIONS							AG CASES					Total AG Cases Closed	Total AG Cases Pending
	Up to 90 Days	91 to 180 Days	181 Days to 1 Year	1 to 2 Years	2 to 3 Years	Over 3 Years	Total Investigations Closed	Up to 1 Year	1 to 2 Years	2 to 3 Years	3 to 4 Years	Over 4 Years		
Accountancy, California Board of	29	9	18	12	3	0	71	24	12	5	1	0	42	45
Acupuncture Board	1	4	1	4	6	3	19	2	10	5	8	0	25	37
Architects Board, California	104	9	14	30	4	6	167	3	0	1	0	0	4	8
Athletic Commission, State	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Barbering and Cosmetology, Board of	256	31	25	16	3	3	334	7	70	35	12	12	136	347
Behavioral Sciences, Board of	0	1	2	9	1	0	13	9	10	1	0	1	21	28
Contractors State License Board	11,315	4,831	2,843	632	0	0	19,621	69	148	61	20	5	303	337
Court Reporters Board of California	0	0	0	0	0	0	0	0	0	0	0	0	0	7
Dental Auxiliaries, Committee on ^a	118	65	126	116	38	11	59	24	32	10	6	1	12	41
Dental Board of California ^b							415						61	131
Engineers and Land Surveyors, Board for Professional	54	46	30	53	38	41	262	NDA	NDA	NDA	NDA	NDA	27	24
Geologists and Geophysicists, State Board of Registration for	27	6	2	7	4	12	58	0	1	1	0	0	2	3
Guide Dogs for the Blind, State Board of	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Landscape Architects Technical Committee	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Medical Board of California														
Physicians and Surgeons	309	277	500	355	31	3	1,475	215	129	67	28	14	453	504
Opticians, Registered Dispensing	4	1	0	0	0	0	5	1	0	0	0	0	1	11
Midwifery Program	1	0	0	6	0	0	7	1	0	0	0	0	1	4
Occupational Therapy, California Board of	62	27	16	5	0	0	110	7	3	1	0	0	11	2
Optometry, State Board of	0	1	1	14	2	0	18	3	4	3	4	4	18	15
Osteopathic Medical Board of California	7	4	12	5	1	1	30	8	4	2	0	0	14	27
Pharmacy, California State Board of	185	404	218	55	7	1	870	32	14	22	0	2	70	136
Physical Therapy Board of California	8	2	15	17	10	11	63	29	12	5	3	1	50	51
Physician Assistant Committee	8	3	13	6	1	0	31	5	5	1	1	0	12	20

a) and b) The Committee on Dental Auxiliaries and the Dental Board of California does not track their timeline for disposition separately. However, they do separate the total closed and pending.

* Data not provided to the Department.



Timeline for Dispositions of Complaints (continued)

BOARDS, COMMITTEES, AND COMMISSION	INVESTIGATIONS							AG CASES					Total AG Cases Closed	Total AG Cases Pending
	Up to 90 Days	91 to 180 Days	181 Days to 1 Year	1 to 2 Years	2 to 3 Years	Over 3 Years	Total Investigations Closed	Up to 1 Year	1 to 2 Years	2 to 3 Years	3 to 4 Years	Over 4 Years		
Podiatric Medicine, California Board of	4	1	6	5	4	0	20	0	6	0	1	0	7	13
Psychology, Board of	30	23	22	13	3	0	91	9	9	8	0	0	26	37
Registered Nursing, Board of	27	37	163	361	195	109	892	123	182	39	14	12	370	446
Respiratory Care Board of California	2	0	0	0	0	0	2	91	16	1	5	0	113	56
Speech-Language Pathology and Audiology Board	0	2	1	0	0	0	3	7	3	2	0	0	12	7
Structural Pest Control Board	92	111	124	64	17	3	411	20	19	2	3	1	45	51
Veterinary Medical Board and Veterinary Technician Committee, Registered	1	3	18	18	5	2	47	6	4	4	0	2	16	39
Vocational Nursing and Psychiatric Technicians, Board of														
Vocational Nurses	0	5	34	49	21	30	139	24	76	20	3	2	125	188
Psychiatric Technicians	0	0	6	8	5	7	26	10	20	3	1	1	35	53
TOTAL	12,647	5,905	4,210	1,860	399	243	25,264	729	789	299	110	58	2,012	2,668



Citations and Fines

BUREAUS	TOTAL NUMBER				TOTAL AMOUNT		
	Breakdown of Total Citations Issued				Fines Assessed	Fines Reduced	Fines Collected
	Total Citations Issued	Citations Issued with a Fine	Citations Withdrawn	Citations Dismissed			
Automotive Repair, Bureau of	406 ^a	202	9	2	\$140,000	\$13,200	\$108,350
Cemetery and Funeral Bureau	108	102	6	3	\$100,164	\$13,556	\$48,236
Electronic and Appliance Repair, Bureau of	54	54	7	0	\$16,509	\$3,209	\$8,300
Home Furnishings and Thermal Insulation, Bureau of	102	102	5	0	\$111,940	\$24,700	\$44,550
Private Postsecondary and Vocational Education, Bureau for	2	2	0	0	\$5,000	\$0	\$0
Security and Investigative Services, Bureau of	52	52	7	0	\$170,858	\$8,486	\$88,482
TOTAL	724	514	34	5	\$544,471	\$63,151	\$297,918

a) The Bureau of Automotive Repair issued 204 of these citations to technicians. No fines were assessed; instead, technicians were required to undergo training. A total of 2,112 hours of training occurred.



Citations and Fines (continued)

BOARDS, COMMITTEES, AND COMMISSION	TOTAL NUMBER				TOTAL AMOUNT		
	Breakdown of Total Citations Issued				Fines Assessed	Fines Reduced	Fines Collected
	Total Citations Issued	Citations Issued with a Fine	Citations Withdrawn	Citations Dismissed			
Accountancy, California Board of	7	10 ^b	0	0	\$11,750	\$0	\$7,500
Acupuncture Board	2	2	0	0	\$4,500	\$0	\$0
Architects Board, California	30	30	0	5	\$27,000	\$1,050	\$12,600
Athletic Commission, State	*	*	*	8	*	*	*
Barbering and Cosmetology, Board of	18,716	12,275	0	0	\$3,485,875	\$1,332,525	\$1,690,185
Behavioral Sciences, Board of	63	63	2	5	\$37,750	\$4,350	\$16,650
Contractors State License Board	2,305	2,305	92	4	\$3,416,950	\$375,410	\$1,119,242
Court Reporters Board of California	22	22	0	0	\$25,000	\$4,100	\$12,000
Dental Auxiliaries, Committee on	39	38	0	0	\$500	0	0
Dental Board of California	41	40	0	0	\$40,700	\$500	\$25,800
Engineers and Land Surveyors, Board for Professional	16	16	n/a ^c	7	\$10,850	n/a ^d	\$2,600
Geologists and Geophysicists, State Board of Registration for	11	11	2	0	\$18,500	\$0	\$18,500
Landscape Architects Technical Committee	4	4	0	0	\$3,000	\$2,000	\$1,000
Medical Board of California							
Physicians and Surgeons	307	58	75	0	\$152,100	\$51,050	\$36,900
Opticians, Registered Dispensing	0	0	0	0	\$0	\$4,550	\$1,700
Occupational Therapy, California Board of	20	20	0	0	\$4,900	\$0	\$4,700

b) California Board of Accountancy issued more citations with a fine due to the fact that a single citation can be issued for more than one violation.

c) The Board for Professional Engineers and Land Surveyors can only withdraw citations, not dismiss them.

d) The Board for Professional Engineers and Land Surveyors cannot reduce a fine once a citation is final. The amount of the fine can only be reduced during the appeal process and this information is not tracked.

* Data not provided to the Department.



Citations and Fines (continued)

BOARDS, COMMITTEES, AND COMMISSION	TOTAL NUMBER				TOTAL AMOUNT		
	Breakdown of Total Citations Issued				Fines Assessed	Fines Reduced	Fines Collected
	Total Citations Issued	Citations Issued with a Fine	Citations Withdrawn	Citations Dismissed			
Optometry, State Board of	8	7	2	0	\$19,958	\$1,101	\$18,857
Osteopathic Medical Board of California	0	0	0	0	\$0	\$0	\$0
Pharmacy, California State Board of	754	385	29	100	\$365,525	\$27,625	\$428,404
Physical Therapy Board of California	17	14	1	0	\$7,420	\$100	\$7,320
Physician Assistant Committee	5	5	9	9	\$8,000	\$2,750	\$4,850
Podiatric Medicine, California Board of	1	1	0	0	\$2,500	\$0	\$0
Psychology, Board of	19	19	2	0	\$7,750	\$1,500	\$6,550
Registered Nursing, Board of	34	34	1	1	\$56,950	\$3,500	\$28,171
Respiratory Care Board of California	99	99	0	1	\$61,050	\$1,350	\$41,942
Speech-Language Pathology and Audiology Board	12	12	0	1	\$7,500	\$1,050	\$6,750
Structural Pest Control Board	183	182	5	0	\$156,795	\$2,650	\$79,156
Veterinary Medical Board and Veterinary Technician Committee, Registered	83	83	0	1	\$34,414	\$0	\$32,763
Vocational Nursing and Psychiatric Technicians, Board of							
Vocational Nurses	84	80	3	1	\$64,904	\$2,550	\$42,154
Psychiatric Technicians	25	24	0	1	\$17,854	\$1,001	\$14,200
TOTAL	22,907	15,839	223	136	\$8,049,995	\$1,820,712	\$3,660,494



Cost Recovery

BUREAUS	COST RECOVERY TO DCA		CONSUMER RESTITUTION/REFUNDS/SAVINGS				
	Amount of Cost Recovery Ordered	Total Amount Collected	Amount of Court Ordered Restitution to Consumers	Refunded to Consumers	Rework - No Charge to Consumers	Adjustments in Money Owed/ Product Return-Exchange	Total Savings Achieved for Consumers
Automotive Repair, Bureau of	\$1,505,201	\$1,082,220	\$232,006	\$2,302,392	\$1,444,997	\$1,025,716	\$5,005,111
Cemetery and Funeral Bureau	\$8,766	\$20,111	\$0	\$31,294	\$0	\$32,469	\$63,763
Electronic and Appliance Repair, Bureau of	\$14,063	\$12,500	\$0	\$145,284	\$319,053	\$199,828	\$664,165
Hearing Aid Dispensers Bureau	\$0	\$0	\$4,000	\$4,000	\$940	\$7,547	\$16,487
Home Furnishings and Thermal Insulation, Bureau of	\$2,007	\$2,007	\$0	\$92,685	\$89,781	\$40,642	\$223,108
Private Postsecondary and Vocational Education, Bureau for	\$32,500	\$27,500	\$0	\$5,218,056	\$0	\$0	\$5,218,056
Security and Investigative Services, Bureau of	\$68,511	\$27,853	\$0	\$14,200	\$885	\$28,008	\$43,093
TOTAL	\$1,631,048	\$1,172,191	\$236,006	\$7,807,911	\$1,855,656	\$1,334,210	\$11,233,783

**Cost Recovery** (continued)

BOARDS, COMMITTEES, AND COMMISSION	COST RECOVERY TO DCA		CONSUMER RESTITUTION/REFUNDS/SAVINGS ^a				
	Amount of Cost Recovery Ordered	Total Amount Collected	Amount of Court Ordered Restitution to Consumers	Refunded to Consumers	Rework - No Charge to Consumers	Adjustments in Money Owed/ Product Return-Exchange	Total Savings Achieved for Consumers
Accountancy, California Board of	\$224,759	\$242,603	\$0	\$0	n/a	n/a	\$0
Acupuncture Board	\$31,580	\$32,610	n/a	n/a	n/a	n/a	n/a
Architects Board, California	\$10,971	\$1,593	\$0	\$14,000	\$0	\$0	\$14,000
Athletic Commission, State	*	*	*	*	*	*	*
Barbering and Cosmetology, Board of	\$111,615	\$108,396	n/a	n/a	n/a	n/a	n/a
Behavioral Sciences, Board of	\$73,791	\$23,792	n/a	n/a	n/a	n/a	n/a
Contractors State License Board	\$831,071	\$291,224	NDA	\$36,280,404	n/a	n/a	\$36,280,404
Court Reporters Board of California	\$0	\$0	\$0	\$21	\$0	\$0	\$21
Dental Auxiliaries, Committee On	\$5,540	\$3,723	\$0	\$0	\$0	\$0	\$0
Dental Board of California	\$142,461	\$114,175	NDA	\$47,412	NDA	\$960	\$48,372
Engineers and Land Surveyors, Board for Professional	\$117,610	\$17,923	\$40,410	n/a	n/a	n/a	\$40,410
Geologists and Geophysicists, State Board of Registration for	\$101,960	\$15,000	\$526	\$2,780	\$0	\$10,000	\$13,306
Medical Board of California							
Physicians and Surgeons	\$2,137,797	\$1,897,197	\$46,500	n/a	n/a	n/a	\$46,500
Opticians, Registered Dispensing	\$2,635	\$2,635	\$0	n/a	n/a	n/a	\$0
Occupational Therapy, California Board of	\$16,637	\$1,663	\$0	\$0	\$0	\$0	\$0

a) Not all Boards, Committees, and Commission have the ability to provide consumer restitution.

* Data not provided to the Department.

Cost Recovery continued

BOARDS, COMMITTEES, AND COMMISSION	COST RECOVERY TO DCA		CONSUMER RESTITUTION/REFUNDS/SAVINGS ^a				
	Amount of Cost Recovery Ordered	Total Amount Collected	Amount of Court Ordered Restitution to Consumers	Refunded to Consumers	Rework - No Charge to Consumers	Adjustments in Money Owed/ Product Return-Exchange	Total Savings Achieved for Consumers
Optometry, State Board of	\$20,873	\$64,223	n/a	\$11	n/a	n/a	\$2,120
Osteopathic Medical Board of California	\$1,000	\$28,842	\$0	n/a	n/a	n/a	\$0
Pharmacy, California State Board of	\$393,282	\$169,423	n/a	n/a	n/a	n/a	n/a
Physical Therapy Board of California	\$56,783	\$40,992	n/a	n/a	n/a	n/a	n/a
Physician Assistant Committee	\$23,579	\$29,799	\$0	\$0	\$0	\$0	\$0
Podiatric Medicine, California Board of	\$40,894	\$24,608	\$0	\$0	\$0	\$0	\$0
Psychology, Board of	\$147,906	\$76,049	\$0	\$0	n/a	n/a	\$0
Registered Nursing, Board of	\$527,210	\$301,432	n/a	n/a	n/a	n/a	n/a
Respiratory Care Board of California	\$223,996	\$244,799	n/a	n/a	n/a	n/a	n/a
Speech-Language Pathology and Audiology Board	\$15,646	\$7,656	n/a	\$0	\$0	\$0	\$0
Structural Pest Control Board	\$97,754	\$45,767	\$0	\$79,997	\$653,683	\$0	\$733,680
Veterinary Medical Board and Veterinary Technician Committee, Registered	\$83,050	\$79,438	\$1,000	n/a	n/a	n/a	\$1,000
Vocational Nursing and Psychiatric Technicians, Board of							
Vocational Nurses	\$284,902	\$77,564	n/a	n/a	n/a	n/a	n/a
Psychiatric Technicians	\$60,404	\$19,754	n/a	n/a	n/a	n/a	n/a
TOTAL	\$5,785,706	\$3,962,880	\$88,436	\$36,424,625	\$653,683	\$10,960	\$37,179,813

a) Not all Boards, Committees, and Commission have the ability to provide consumer restitution.

OTHER PROGRAM DATA

STATISTICAL APPENDIX



Consumer Information Center (CIC)

QUALIFICATION CODE SUMMARY				
CLIENT	Program Action ^a	Calls Not Qualified ^b	Language Line ^c	Total Program Actions
Acupuncture Board	363	25	0	388
Arbitration Certification Program	1,828	128	2	1,958
Automotive Repair, Bureau of	261,442	18,241	285	279,968
Barbering and Cosmetology, Board of	216,294	15,091	236	231,621
Cemetery and Funeral Bureau	1,156	80	1	1,237
Electronic and Appliance Repair, Bureau of	1,846	129	2	1,977
Hearing Aid Dispensers Bureau	229	16	0	245
Home Furnishings and Thermal Insulation, Bureau of	1,102	77	1	1,180
Privacy Protection, California Office of	761	53	1	815
Respiratory Care Board of California	24	2	0	26
Security and Investigative Services, Bureau of	35,215	2,457	38	37,710
General/Non-Board, Non Bureau	123,132	8,591	135	131,858
TOTAL CENTER ACTIONS	643,392	44,890	701	688,983

a) The phone system allows the CIC phone agents to qualify up to three program actions per call. Qualifying a call means to specify, by code number(s), the subject area(s) the consumer is calling about.

b) These calls were not qualified by the CIC agents; the total of these non-qualified calls were distributed proportionately among the CIC Client Bureaus, Boards, Office, and Program, based on their program action counts.

c) These calls were qualified as using the Language Line Services and were distributed proportionately among the clients, based on their total program action counts.

STATISTICAL PROFILE			
Automated Services ^d	Calls to CIC Phone Agents	Other Calls ^e	Total Calls to CIC Phone System
487,210	494,545	138,923	1,120,678

d) Automated Services consist of the following: Fax Back Call Library, an automated telephone service where publications are faxed to consumers; Test-Only Zip Code Locator, an automated telephone service in which a consumer enters a zip code to receive three smog check locations in their area; Gold Shield Zip Code Locator, an automated telephone service in which a consumer enters a zip code to receive a Gold Shield station address in their area; Office Hours and News, an automated service providing the consumer with the Department's office hours, addresses, etc.; and How to File Complaints, an automated service that directs the consumer to the DCA Webpage and explains how to fill out a complaint on-line.

e) CIC's telephone system is a partnership, in which they share telephone lines with the Bureau of Security and Investigative Services (BSIS). These "other calls" pertain to and are directed to BSIS.



Bureau of Automotive Repair - Consumer Assistance Program

PROGRAM OPTION AS OF JUNE 30, 2005	PROGRAM PARTICIPATION					
	Applications Received	Applications Approved	Applications Denied	Applications Pending	Total Number of Gross Polluters	Total Vehicles Repaired/Retired
Repair Assistance	56,358	43,059	7,491	7,814 ^a	12,031	35,244
Vehicle Retirement	9,656	6,228	3,619	80	2,260	4,932

a) This figure is any application that is pending a determination or in a deficient status waiting for additional information from the applicant.

PROGRAM OPTION AS OF JUNE 30, 2005	COST					
	Total Stations/ Dismantlers Participating	Average State Repair/ Retirement Cost ^b	Average Consumer Repair Cost	Total Average Repair Cost	Total Program Disbursements	Total Program Administrative Costs ^c
Repair Assistance	559	\$327	\$96	\$423	\$11,745,000	\$4,485,190
Vehicle Retirement	32	\$914	n/a	n/a	\$4,510,040	-

b) Consumers participating in the Repair Assistance option may receive up to \$500 toward the repair of their vehicle. Consumers participating in the Vehicle Retirement option receive \$1,000 when they sell their vehicle to the state. In addition, BAR pays contracted dismantlers an average \$59 administrative fee.

c) BAR does not distinguish between administrative costs incurred by either program option. The administrative costs identified here are for both options.

PROGRAM OPTION AS OF JUNE 30, 2005	TOTAL ESTIMATED EMISSIONS REDUCTION			
	Carbon (In Tons)	Hydrocarbon (In Tons)	Noxide (In Tons)	Total Estimated Emissions Reduction
Repair Assistance	3,075.3	223.3	154.9	3,453.5
Vehicle Retirement	1,501.3	190.4	41.6	1,733.3



Family Support

BUREAUS	TOTAL FOR FISCAL YEAR 2004-05 (if applies)		
	150-day Temporary License/ Notice of Intent to Suspend	Denials/ Suspensions	Notice of SLMS Receipt of Release
Automotive Repair, Bureau of	680	200	303
Cemetery and Funeral Bureau	47	14	23
Electronic and Appliance Repair, Bureau of	41	17	25
Hearing Aid Dispensers Bureau	1	2	3
Home Furnishings and Thermal Insulation, Bureau of	16	5	7
Naturopathic Medicine, Bureau of	0	0	0
Private Postsecondary and Vocational Education, Bureau of	61	21	20
Security and Investigative Services, Bureau of	7,328	2,494	3,121
Telephone Medical Advice Services Bureau	0	0	0
TOTAL	8,174	2,753	3,502

**Family Support** (continued)

BOARDS, COMMITTEES, AND COMMISSION	TOTAL FOR FISCAL YEAR 2004-05 (if applies)		
	150-day Temporary License/ Notice of Intent to Suspend	Denials/ Suspensions	Notice of SLMS Receipt of Release
Accountancy, California Board of	16	6	10
Acupuncture Board	3	1	1
Architects Board, California	30	4	9
Athletic Commission, State	45	34	5
Contractors State License Board	3,994	1,109	2,243
Court Reporters Board of California	0	1	2
Dental Auxiliaries, Committee on	62	17	26
Dental Board of California	25	9	20
Engineers and Land Surveyors, Board for Professional	47	16	21
Geologists and Geophysicists, State Board of Registration for	0	0	1
Guide Dogs for the Blind, State Board of	0	0	0
Landscape Architects Technical Committee	1	0	0
Medical Board of California	126	20	63
Opticians, Registered Dispensing	6	0	6
Occupational Therapy, California Board of	2	3	4
Optometry, Board of	8	1	2
Osteopathic Medical Board of California	176	4	4
Pharmacy, California State Board of	5	60	80
Physical Therapy Board of California	16	2	5

**Family Support** (continued)

BOARDS, COMMITTEES, AND COMMISSION	TOTAL FOR FISCAL YEAR 2004-05 (if applies)		
	150-day Temporary License/ Notice of Intent to Suspend	Denials/ Suspensions	Notice of SLMS Receipt of Release
Psychology, Board of	7	1	3
Registered Nursing, Board of	230	42	91
Respiratory Care Board of California	57	15	34
Speech-Language Pathology and Audiology Board	0	0	0
Structural Pest Control Board	723	225	290
Veterinary Medical Board	9	1	2
Veterinary Technician Committee, Registered	8	3	1
Vocational Nursing and Psychiatric Technicians, Board of	359	77	188
TOTAL	5,955	1,651	3,111